

Occupational Outlook & Training Directory



Santa Cruz County

2000 - 2001

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This publication is a product of the California Cooperative Occupational Information System and is sponsored by the Santa Cruz County Human Resources Agency/Workforce Investment Board [<http://www.hra.co.santa-cruz.ca.us/>], the State of California Employment Development Department [<http://www.edd.ca.gov/>], and the California Occupational Information Coordinating Committee [<http://www.soicc.ca.gov/>].

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Introduction

Welcome to the 2000-2001 Occupational Outlook and Training Directory for Santa Cruz County. This annually updated publication is a product of the California Cooperative Occupational Information System (CCOIS) and a partnership between the Santa Cruz County Workforce Investment Board and the Workforce Information Group.

The CCOIS is a statewide program that produces local labor market information. The local specificity of the information is what makes the CCOIS program both unique and valuable.

At the state level, the program is administered by the California Employment Development Department's Labor Market Information Division (LMID) and is sponsored by the California Occupational Information Coordinating Committee (COICC) and its nine (state agency) members.

This publication is like two-books-in-one. The first part is a series of 58 occupational profiles and the second part is a comprehensive directory of the county's education and training providers.

Common Questions

How do I get my own copy of this book?

How can we obtain multiple copies?

Contact the Santa Cruz County Human Resources Agency/Workforce Investment Board at 831-454-4586.

Who should I talk to if I have technical questions?

Contact the Workforce Information Group, 916-853-5015.

Is the information in this publication on the Internet?

Yes, see the Workforce Information Group website at <http://www.work-info.com/>

Where can I find out about this type of publication in other labor market areas?

To find out who produces *CCOIS Occupational Outlook* publications in any specific California County, contact the EDD Labor Market Information Division at 916-262-2353 or see the CCOIS website at <http://www.calmis.cahwnet.gov/htmlfile/ccois/intro.htm>

Where can I find out about other occupation, training, and career resources?

See the *Guide to Labor Market Information* on the Workforce Information Group website at <http://www.work-info.com/>

Where can I find local demographic or other economic data?

See EDD's Labor Market Information Division website at <http://www.calmis.cahwnet.gov/>
See also *California County Profiles* produced by the California Department of Finance at http://www.dof.ca.gov/html/fs_data/profiles/pf_home.htm

About the Occupational Profiles

The occupational profiles in this resource directory are summaries of descriptive and statistical occupational information primarily based on data collected through confidential surveys with local employers. The two-page occupational profiles are in alphabetical order by occupation title. Each profile follows a consistent format for presenting more than 50 data elements for each occupation. These elements include: occupation title and definition, wages and benefits, employer requirements, employment trends, and other information.

The occupations profiled in this directory were selected for study based on a variety of criteria, including the needs and interests of local career and workforce development professionals. Therefore, these profiles do not constitute a list of “hot jobs” or “demand occupations.” However, this publication can be used to identify occupations that meet certain criteria, including median wages, level of education, outlook for job seekers, number of existing jobs, number of projected new jobs, growth rates, and career path.

Each occupational profile has a date that indicates the year in which the data was collected, the number of employers who participated in the survey, and the number of employees represented by those employers. Typically, about 15-20 surveys are completed per occupation. Nevertheless, as with all survey-based information, users should note that labor market information reflects a “snapshot in time.” As a general rule, we find that the information in an occupational profile is fairly reliable for 3-5 years. However, what may be accurate today may or may not be accurate in four weeks or four years, depending on the unexpected changes and trends affecting the occupation, its workers, and its employing industries. Please read the section, *Using the Occupational Profiles*, which includes a description of CCOIS research methodology as well as tips on how to use and interpret the occupational information presented.

About the Regional Training Directory

The purpose of the regional training directory is to provide basic information about education and training providers that have programs designed to prepare persons for entry into one or more specific occupations. This includes certificate and degree programs offered through adult education schools, apprenticeship programs, community colleges, private schools and colleges, regional occupational programs, and public universities.

The training directory is organized by provider name. Included in each provider profile is location and contact information, accreditation, information on services provided, a listing of degrees/programs offered, and information on each certificate program offered. Certificate program information includes occupational objective, program cost, program length, and program entry requirements.

There are two primary methods for finding the information you need in the training directory. One is to search by provider name, either by paging through the alpha-organized directory or by using the provider name listing in the Table of Contents. The other method is to search by occupation to see what providers have related programs. This can be done by reviewing the list of providers included in each occupational profile or by using the *Occupation-Training Index* in the back of this publication.

A reasonable attempt is made to completely update the training directory each year due to the constantly changing nature of the education, training, and workforce development community and the programs they offer. However, some education and training providers are not responsive to our requests for updated information, and, sometimes, the information that is provided is not accurate. For these reasons, we urge you to contact the providers directly to verify information before making important career planning decisions. Also, while the training directory is comprehensive, it is not designed to include information on all sources of training, education, or social services, nor is it intended to replace the catalogs that may be available from the providers themselves.

The following offers a brief description of each of the six major training sectors that, together, provide almost all of the certificate and degree programs designed to prepare a person for entry into a new occupation:

Adult Education Schools are public schools for adults that generally offer a variety of basic education classes, literacy programs, continuing education classes, as well as vocational/technical training. Most also offer a General Education Diploma, or GED (the equivalent of a high school diploma) an important credential for job seekers without any postsecondary education or training. Vocational/technical certificate programs are generally very affordable and rarely more than one year in length. The brevity of some vocational training programs, however, sometimes leads to a need for more advanced training offered through a formal apprenticeship, a community college program, or a private vocational school.

Apprenticeships are formal on-the-job training programs typically funded and administered by labor and/or business organizations and are regulated by the Department of Industrial Relations, Division of Apprenticeship Standards. The DAS administers California apprenticeship laws and enforces standards for wages, hours, working conditions, and the specific skills required for state certification as a journey-person in an occupation. Apprentices earn a training wage while learning their trade, generally through a combination of on-the-job training and formal classroom instruction.

Community Colleges are public colleges for adults that generally offer remedial, basic, and advanced college-level courses, continuing education courses, vocational/technical certificate programs, and associate degrees. California has the largest system of community colleges in the world, serving about 1.4 million students. Community colleges offer an important opportunity for students planning to transfer to four-year colleges after they have completed up to two years of community college work towards a bachelor's degree. Approximately 56 percent of community college students are women, and almost 80 percent work and attend classes at the same time. For those who work during the day, community colleges usually offer a broad range of evening classes. Increasingly, community colleges are offering accelerated programs to serve those individuals whose primary interest is to quickly develop or upgrade their job skills. California residents pay \$11 per unit, plus books and supplies.

Private Schools, Colleges and Universities are education and training providers that come in all shapes and sizes. Some are small, some are large, some are for-profit, and some are non-profit. Some offer advanced degrees – law schools, for example – and some offer short-term certificate training for occupations like janitor, cashier, and child care worker. Some offer continuing education courses, skills upgrade training, and hobby/personal interest classes. Some offer no certificates or degrees at all –e.g., license prep, exam prep, job search prep, or ESL. Private schools included in this directory are those that offer certificate or degree programs that prepare persons for entry into one or more specific occupations. These providers are regulated in California by the Bureau for Private Postsecondary and Vocational Education. BPPVE, however, does not have the resources to verify all the job placement rates sometimes used to market the programs offered by private schools. Since these placement rates are often not reliable – or comparable with those reported by public schools – it is a good idea not to rely too heavily on them in the career planning/decision-making process. Credit or units obtained through a private institution may or may not be transferable to a public college or university. Therefore, if you plan to eventually attend or transfer to a public college or university, you should consult a college or university counselor to discuss your plan and the issue of transferability. The cost of attending a private school program is almost always higher than a comparable program through a public school. However, private schools compete by offering programs that are in demand, or that can be completed in a shorter period of time.

Regional Occupational Programs are vocational and technical training programs offered by public schools to high school students (16 or older) and adults. High school students are usually given the first opportunity for enrollment. However, if openings exist, adults may enroll on a first-come, first-served basis. Certificate programs offered through ROP are generally very affordable and rarely more than one year in length. The brevity of some vocational training programs, however, sometimes leads to a need for more advanced training offered through a formal apprenticeship, a community college program, or a private vocational school.

Universities are public educational institutions, including those of the California State University and University of California systems. Both types of institutions offer a variety of undergraduate and/or graduate degrees, and certificate programs which are usually offered through their extended/continuing education programs. Graduate degrees at UC institutions include a variety of doctoral degrees, including law and medical schools. The cost of attending varies depending on the college or university attended. A full-time undergraduate student attending a CSU campus can expect to pay about \$2,000 in basic tuition for a typical nine-month academic year. The cost of attending a UC campus is generally about twice the cost of attending a CSU campus. Additional fees, books, and supplies for a CSU campus or a UC campus average about \$1,000/year.

Please note that the organizations responsible for the production of this directory do not necessarily endorse or recommend any particular training providers or programs.

Using the Occupational Profiles

The information in an occupational profile is based largely on a summary of survey data collected from local employers through the California Cooperative Occupational Information System (CCOIS). The data is summarized for three reasons: one, to make the information as easy to use as possible; two, to make the information more reliable (than anecdotal information); and three, to protect the confidentiality of the information provided by employers. The summarized survey information is typically listed in descending order of importance or frequency, using key terms. For example, if survey data indicates that 75 percent of employers provide medical insurance, and 60 percent provide a paid vacation, the information would be presented as: *Most employers provide medical insurance and a paid vacation*. However, if only 50 percent provide a paid vacation, the information would be presented as: *Most employers provide medical insurance. Many provide a paid vacation*.

Tip:

- **Familiarize yourself with the “key terms” listed below. These terms are used throughout the occupational profiles to describe the summarized survey information (e.g. Most employers this... many employers that... some...).**

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)

Occupation Titles and Definitions

Unless otherwise noted, occupation titles and definitions at the top of each profile are based on a CCOIS version of the Occupational Employment Statistics (OES) classification system developed originally by the U.S. Department of Labor. This classification system groups all jobs in the labor market into approximately 700 occupations and is closely matched to other sources of occupational data at the state and national levels. However, like any occupational classification system, some occupation titles and definitions are out-of-date, archaic, or, at the very least, confusing. For example, a profile of forklift operators (a common job title) would be titled Industrial Truck and Tractor Operators according to the OES classification system. And a profile of computer service technicians (a common job title) would be titled Data Processing Equipment Repairers. Part of the challenge in using occupational information is being able to find the **occupation title** when one is thinking in terms of a **job title**.

While the use of a standardized classification system has its limitations, it also provides some significant advantages over using Ad-Hoc occupational definitions that may appear to be more cutting-edge. For one, the data is more comparable from region to region and from occupation to occupation. Another advantage is that the data can be aggregated (or disaggregated) and data from other standardized sources can be used to supplement or validate the local survey data.

Occupational definitions not identified with a 6-digit OES code usually reflect an attempt to survey an occupation that the OES classification system either does not identify or does not define adequately. Because of the lack of directly comparable data from other sources (such as employment projections), these “Non-OES” occupational surveys sometimes lack the reliability and/or the comprehensive quality of a standard OES occupational survey.

Wages and Benefits

Wages included in this report are those paid by the local employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Please note that the wage information is presented as a tool for evaluating and comparing the potential earnings of one occupation with another, and are not intended to represent official prevailing wages.

Benefit information indicates the extent to which surveyed employers make available medical insurance and other benefits to full-time employees. A statement pertaining to benefits for part-time employees is included if part-time employment is significant.

A summary of the weekly hours worked by most employees in the occupation is included based on the local employers surveyed.

Tips:

- **Wage data collected in 1997 reflects wages paid prior to the September 1, 1997 increase in the minimum wage (to \$5.15 per hour). Data collected in 1998 reflects the March 1, 1998 increase in the minimum wage (to \$5.75 per hour).**
- **Benefits are often not available to part-time or temporary employees.**
- **Employers often have waiting or probationary periods before medical insurance goes into effect.**
- **An employee's cost and coverage of medical insurance and other benefits may vary considerably from one employer to the next.**

Employer Requirements

The information in this section of the profile includes: license or certification requirements (if any); formal education level required by most employers; prior experience requirements; training requirements or preferences; and other important skills, if any, reported by the surveyed employers. Also included, if applicable, is a list of education and training providers who offer related training programs.

Tip:

- **Employer experience requirements are often flexible, with many employers willing to substitute training for experience. Small employers, in particular, are often willing to waive requirements if they believe they have the "right" applicant.**

Employment Trends

Supply and Demand: Indicates the degree of difficulty employers have in finding applicants who meet their qualifications and, in turn, the employment outlook for job seekers. The employer's responses to the supply-demand question are weighted by the number of employees in the occupation for each employer. Note that the supply-demand assessment does not take into account other employment opportunity indicators, such as potential wages or occupational size, growth, and separations. Also included in the supply and demand statement is an estimate of the annual turnover due to worker replacement needs and promotions.

Tips:

- A “Competitive Outlook” for job seekers is not necessarily a bad thing, especially if the applicant possesses the desired skills and is well prepared for the job search process. However, a “Very Competitive Outlook” may indicate a significant oversupply of qualified job seekers and, therefore, limited employment opportunities.
- Although high turnover does not necessarily indicate a good outlook for job seekers, it does suggest a greater degree of hiring activity. Occupations with high turnover, however, are often those that do not provide long-term or satisfying employment.

Size of Occupation: Four terms (small, medium, large, and very large) are used to describe the relative size of each occupation within the local survey area. The sizes that these terms represent vary from area to area and from year to year as the size of the overall labor force changes. A numeric range is also provided to give a more specific estimate of the employment in the occupation. Also included is the approximate percentage of female employment in the occupation based on surveys with local employers, in addition to the approximate percentage of union jobs (if applicable.)

Projections - Local: Includes a statement that indicates the estimated growth rate for each occupation relative to the annual average rate of growth for all occupations (based on the most recent employment projections available at the time of the survey). Also included is the projected number of annual job openings due to a net increase in occupation size and due to labor force separations (workers retiring or leaving the occupation). The growth rate terms are defined as:

- Much Faster than Average = 1.5 times the average or more
- Faster than Average = 1.10 to 1.49 times the average
- Average = .90 to 1.09 times the average
- Slower than Average = .01 to .89 times the average

Tip:

- Projections of Size, Growth and Separations are statistical “estimates” prepared by the Employment Development Department’s Labor Market Information Division using occupational staffing and industry forecast data. Over the years, we have found that most occupational employment projections are reasonably accurate. However, they can also be far from accurate on occasion. We welcome input from informed users regarding industry information and trends that may lead to the development of more reliable projections in the future.

Projections - Nationwide: Includes an analysis of key employment indicators plus current and projected trends that affect the job outlook from a nationwide perspective. This material is based on an analysis by the U.S. Department of Labor.

Where the Jobs Are: Describes the major employing industries for the occupation. Also included is an estimate of self-employment in the occupation.

Other Information

Methods Used to Fill Job Openings: Indicates the most successful recruitment or hiring methods, that are based on surveys with local employers.

Promotional Opportunities: Describes the possible career path for workers in the occupation who acquire the necessary skills to be promoted to higher level occupations or to positions of greater responsibility. A summary of the skills that employers say are important for career advancement may also be included.

Important Knowledge, Skills, and Abilities: Indicates the skills and other qualifications that are important to perform the duties for a given occupation. Unless otherwise noted, the source of this information is the O*NET (Occupational Information Network) Database, version 3.0, a database developed by the U.S. Department of Labor. The importance level ratings for these qualifications are based on O*NET's 1-5 sliding scale that reflects a survey response range of "Not Important" to "Extremely Important" (as rated by incumbent workers). Users of O*NET OnLine (<http://online.onetcenter.org/>) may notice that the O*NET website application converts the 1-5 rating scale for *importance* and the 1-7 rating scale for *level* to a 100% scale for consistent presentation purposes. Please contact the Workforce Information Group at 916-853-5015 with any questions regarding the O*NET Database.

CCOIS Program Description/Methodology

The California Cooperative Occupational Information System (CCOIS) is a statewide program with 35 local projects to conduct local occupational research and to publish annual Occupational Outlook publications. EDD's Labor Market Information Division administers the program at the state level. LMID then contracts with "Local Partners" to operate the individual projects. Local Partners are typically local workforce investment boards.

LMID determines the research methods and standards, provides technical support, allocates a majority of the funding required to operate the programs, and monitors the work performed by the Local Partners. The LPs select the occupations to be studied, conduct the research, process and analyze the data, and produce and distribute the annual publication.

The following is an outline of the CCOIS occupational survey process. For more specific information on survey methodology, call the Workforce Information Group at 916-853-5015.

CCOIS Program Cycle

- LMID develops occupational employment projections
- Occupations are proposed and selected for study
- Survey samples are developed and refined (samples are stratified by industry and employer size)
- Survey questionnaires are prepared for each occupation
- Confidential surveys are conducted with local employers
- Survey data is reviewed, clarified (when necessary), and entered into a secure computer database
- Data is tabulated, analyzed, summarized, and reviewed
- Annual *Occupational Outlook* publications are produced and distributed

Occupation Selection and Definition

There are a variety of criteria used to help select the occupations to be surveyed each year. However, the primary objective is to survey occupations that are of most interest to the users in the local community within the limitations of a standardized research program. As a result, CCOIS occupational studies tend to focus on larger or commonly known occupations, rather than on smaller or highly specialized occupations. The following criteria is used by the LPs to help prioritize possible survey occupations:

- The occupation should be adequately defined by the OES classification system used in the CCOIS program
- The occupation should have a substantial employment base
- There should be a substantial number of projected job openings
- The potential salary level should be adequate so as to avoid the need for public assistance
- The occupation should require at least some postsecondary education or training
- The occupation should be of interest to local program planners or training providers
- The occupations should vary enough so that certain employers won't be overburdened with survey requests

Survey Sample Design

After the occupations are selected for study, a survey sample of local employers is developed for each occupation. Since LPs don't usually survey all possible employers in the local "universe," a considerable amount of time is invested to ensure that the survey samples are representative of the overall employment for the occupation. For each occupation studied, a sample of 30-40 employers is designed to include all major employing industries for each survey occupation. In addition, the number of employees for each employer is considered to ensure that the sample represents the employers most likely to provide future employment. For most occupations, the largest employers will be surveyed more often than the smaller employers. However, for some occupations, smaller employers may be more appropriate. Initially, the samples are developed by LMID staff using detailed databases on employers and information on occupational employment within industries. The draft sample of employers for each of the survey occupations is then carefully reviewed and edited by the LP. Employers are added and deleted, as appropriate, to maintain the sample size of 30-40 employers per occupation. For those occupations with less than 30 local employers, the LP will survey the universe (all possible survey participants).

Questionnaire Development

A two-page employer survey questionnaire with a list of standardized questions is prepared for each survey occupation. In addition, many LPs elect to develop and add a third page to the survey to ask additional questions. Typically, a third page survey includes a set of skills and qualifications questions, plus additional survey questions designed to meet local needs and interests.

Employer Survey Procedures

Employer representatives are identified and contacted by the LP by telephone and are asked to participate in the survey, either by phone, fax, or mail. To encourage participation from the highest possible percentage of employers, they are assured that any information they provide will be kept strictly confidential and that any information published will be prepared in summary form and will not identify any specific employers who participate in the survey. The appropriate survey respondent is generally a person responsible for the hiring of personnel in the survey occupation. Completed and/or returned questionnaires are reviewed and checked for consistency and completeness. Unclear or inconsistent responses are clarified through follow-up phone calls to the survey respondents. In a standard employer sample of 30-40 potential respondents, the LP's response goal is to collect at least 15 fully completed questionnaires. The smaller the sample size, the greater the response rate required. The LP must also meet or exceed industry representation goals to ensure that the summarized data will represent all major employing industries.

Data Entry, Tabulation, and Summary

Reviewed and clarified survey responses are entered into the secure CCOIS computer database and survey response tabulations are prepared to be used in the data analysis process. From those tabulations, the data is analyzed by the LPs and draft occupational profiles are prepared. The draft profiles and other report materials are then reviewed by LMID analysts. Following the review and editing process, an Occupational Outlook publication is produced and distributed to key organizations in the local area -e.g. schools, career centers, libraries, employment and training agencies, participating employers, training providers, etc.

Occupational Profiles

Accountants and Auditors

Includes certified public accountants (CPAs).

Accountants and auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data (OES 211140).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.00 to \$19.66/hr	Median: \$16.30/hr
New Hires/Exp'd:	\$9.00 to \$22.30/hr	Median: \$14.69/hr
Exp'd/After 3 Years:	\$11.00 to \$22.97/hr	Median: \$18.11/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation and sick leave. Many also provide dental insurance. Some provide vision insurance, life insurance, and a retirement plan. SHARED COST: Many employers provide medical insurance. Some also provide dental insurance, vision insurance, a retirement plan, and life insurance. Some employers provide benefits for part-time employees.

Hours: Almost all jobs are 35-50 hours per week. A few jobs are 10-30 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as certified public accountants (CPAs); contact the State Board of Accountancy at 916-263-3680 for licensing information.

Education: Many employers require an associate degree for job entry. Some are willing to accept a high school diploma or equivalent.

Experience: Almost all employers require 3-60 months of prior experience. Some are willing to accept training as a substitute for experience.

Training: Almost all employers report that spreadsheet skills are important. Most also report that word processing skills are important. Some report that database skills are important. Refer to the training directory for information on related programs offered by:

University of California, Santa Cruz; University of California, Santa Cruz Extension

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Large. There are approximately 365-445 accountants and auditors currently employed in Santa Cruz County. Local surveys indicate about 75% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of accountants and auditors is expected to grow about as fast as the average for all occupations through the year 2008. In addition to openings resulting from growth, the need to replace accountants and auditors who retire or transfer to other occupations will produce thousands of job openings annually in this large occupation.

Other Information

Where the Jobs Are: In a wide variety of industries, with about one in five jobs provided by educational institutions and government agencies. Nationally, about 10% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees. Some fill openings by hiring unsolicited applicants. A few fill openings by hiring referrals from colleges and universities and/or through in-house promotion or transfer.

Career Path: Promotions may lead to supervisory or management positions. Promotions may also lead to assistant controller or controller. Communication skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (5.00)
- Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (5.00)
- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (3.83)

Skills:

- Using mathematics to solve problems (5.00)
- Understanding written sentences and paragraphs in work related documents (4.83)
- Determining how money will be spent to get the work done, and accounting for these expenditures (4.83)
- Finding ways to structure or classify multiple pieces of information (4.83)
- Knowing how to find information and identifying essential information (4.83)
- Weighing the relative costs and benefits of a potential action (4.83)
- Identifying the nature of problems (4.83)
- Determining the long-term outcomes of a change in operations (4.83)
- Assessing how well one is doing when learning or doing something (4.66)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.66)

Abilities:

- The ability to add, subtract, multiply, or divide quickly and correctly (4.00)
- The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem (3.80)
- The ability to see details of objects at a close range (within a few feet of the observer) (3.80)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 66 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Adjustment Clerks

Also known as customer service representatives.

Adjustment clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill (OES 531230).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$15.00/hr	Median: \$7.50/hr
New Hires/Exp'd:	\$5.75 to \$15.00/hr	Median: \$7.00/hr
Exp'd/After 3 Years:	\$6.45 to \$16.00/hr	Median: \$11.00/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Almost all provide a vacation and sick leave. Most also provide life insurance. Some provide dental insurance, vision insurance, and a retirement plan. SHARED COST: Most employers provide medical insurance and dental insurance. Many also provide vision insurance and a retirement plan. Some provide life insurance. Few employers provide benefits for part-time employees.

Hours: Almost all jobs are 35-45 hours per week. A few jobs are 20-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Most employers do not require prior experience.

Training: Some employers report that word processing and spreadsheet skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Medium. Published projections for this occupation estimate the number of workers at 130-160. However, local surveys indicate approximately 250-350 customer service representatives currently employed in Santa Cruz County. Local surveys indicate about 70% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 5-10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of adjustment clerks is expected to grow faster than average as business establishments place an increased emphasis on maintaining good customer relations.

Other Information

Where the Jobs Are: In a variety of industries, including communication and transportation companies, hotels and motels, insurance companies, and department stores. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring unsolicited applicants. Some fill openings through in-house promotion or transfer and/or through word of mouth.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.40)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.00)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (3.00)

Skills:

- Identifying the nature of problems (4.60)
- Listening to what other people are saying and asking questions as appropriate (4.40)
- Knowing how to find information and identifying essential information (4.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.80)
- Talking to others to effectively convey information (3.60)
- Understanding written sentences and paragraphs in work related documents (3.60)
- Weighing the relative costs and benefits of a potential action (3.40)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.40)
- Finding ways to structure or classify multiple pieces of information (3.20)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
- The ability to read and understand information and ideas presented in writing (4.00)
- The ability to communicate information and ideas in speaking so others will understand (4.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 194 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Agricultural and Food Scientists

Agricultural and food scientists are concerned with research into problems related to agriculture, animal husbandry, and horticulture including the development of improved methods of cultivation, processing, handling, and storing of products, and related activities (OES 243050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.50 to \$19.18/hr	Median: \$17.05/hr
New Hires/Exp'd:	\$9.50 to \$23.01/hr	Median: \$16.59/hr
Exp'd/After 3 Years:	\$11.00 to \$26.85/hr	Median: \$19.16/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Most provide a vacation and sick leave. Many provide a retirement plan. Some also provide life insurance. SHARED COST: Many employers provide medical insurance and other benefits, including dental insurance and vision insurance. For part-time employees: Some employers provide sick leave.

Hours: Most jobs are 38-50 hours per week. Some jobs are 15-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a bachelor degree for job entry. Many others are willing to accept a high school diploma or equivalent.

Experience: Many employers do not require prior experience. Many others require 1-5 years of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Many employers report that word processing, spreadsheet, and database skills are important for job entry. Refer to the training directory for information on related programs offered by:
University of California, Santa Cruz

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 35-45 agricultural and food scientists currently employed in Santa Cruz County. Local surveys indicate about 30% are female.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of agricultural scientists is expected to grow about as fast as the average for all occupations through 2008. Additionally, the need to replace agricultural and food scientists who retire or otherwise leave the occupation permanently will account for many more job openings than projected growth.

Other Information

Where the Jobs Are: Research and testing services firms, such as agricultural services, commercial research and development laboratories, seed companies, and pharmaceutical firms. Nationally, about 30% work for government agencies, and about 15% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring referrals from employees. Many recruit applicants through newspaper advertisements. Many also fill openings by hiring unsolicited applicants, referrals from colleges and universities, and/or referrals from private employment agencies.

Career Path: Promotions may lead to management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (4.50)
- Knowledge of techniques and equipment for planting, growing, and harvesting of food for consumption including crop rotation methods, animal husbandry, and food storage/handling techniques (4.33)
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.00)

Skills:

- Using scientific methods to solve problems (5.00)
- Working with new material or information to grasp its implications (4.16)
- Inspecting and evaluating the quality of products (4.16)
- Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts (4.00)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.00)
- Knowing how to find information and identifying essential information (4.00)
- Developing approaches for implementing an idea (4.00)
- Evaluating the likely success of an idea in relation to the demands of the situation (4.00)
- Generating a number of different approaches to problems (3.83)
- Understanding written sentences and paragraphs in work related documents (3.83)

Abilities:

- The ability to read and understand information and ideas presented in writing (4.40)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
- The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. (3.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 6 employers surveyed representing 22 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Aquatic Science Technicians

Aquatic science technicians study, collect, observe, or maintain various types of aquatic life, such as plankton, plants, invertebrates, fish, and other animals in a laboratory, aquarium, or field setting. They may use specialized equipment to investigate salinity, temperature, weather, acidity, light, oxygen content and other properties of water, and surrounding geophysical structures to determine their relationship to the aquatic environment. May be designated to build and/or set-up ponds, aquariums or other holding tanks for aquatic life. May be designated aquaculture technicians and perform tasks used in culture, breeding, and raising of aquatic life. May be designated aquarists for public aquariums and ponds, tropical fish stores, or the live food business (DOT 041.061-996).

Published as a joint study with Monterey County.

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.00 to \$11.08/hr	Median: \$9.00/hr
New Hires/Exp'd:	\$7.50 to \$13.41/hr	Median: \$10.28/hr
Exp'd/After 3 Years:	\$8.50 to \$21.55/hr	Median: \$12.65/hr

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation. Almost all also provide sick leave and a retirement plan. Most provide dental insurance. Many provide life insurance and vision insurance. SHARED COST: Few employers provide benefits.

Hours: Almost all jobs are 40-45 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Some employers require a bachelor degree for job entry. Some others are willing to accept a high school diploma or equivalent or an associate degree for job entry.

Experience: Most employers do not require prior experience.

Training: Almost all employers report that word processing and spreadsheet skills are important. Most also report that database skills are important. Refer to the training directory for information on related programs offered by:

University of California, Santa Cruz

Supply/Demand Assessment

Employers generally report that it is not difficult to find applicants who meet their hiring standards. This indicates a very competitive outlook for qualified job seekers. Annual turnover is estimated to be very low (less than 10%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Small. There are approximately 75-100 aquatic science technicians currently employed in Santa Cruz County. Local surveys indicate about 45% are female.

Employment Trends

Local: Insufficient data; however, many employers surveyed expect this occupation to grow. Insufficient data to estimate separations (workers retiring or leaving the occupation).

Nationwide: Employment of science technicians is expected to increase more slowly than the average for all occupations through the year 2008. Continued growth of scientific and medical research, as well as the development and production of technical products, should stimulate demand for science technicians in all areas.

Other Information

Where the Jobs Are: Botanical and zoological gardens, seafood wholesalers, and educational institutions. No nationwide self-employment data available.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from colleges and universities. Many also recruit applicants through newspaper advertisements. Some recruit applicants through internet job listings and/or fill openings by hiring unsolicited applicants.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.66)
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.50)
- Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods (3.83)

Skills:

- Using mathematics to solve problems (4.66)
- Understanding written sentences and paragraphs in work related documents (4.66)
- Using scientific methods to solve problems (4.50)
- Working with new material or information to grasp its implications (4.50)
- Knowing how to find information and identifying essential information (4.33)
- Generating a number of different approaches to problems (4.16)
- Evaluating the likely success of an idea in relation to the demands of the situation (4.00)
- Finding ways to structure or classify multiple pieces of information (4.00)
- Identifying the nature of problems (3.83)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.66)

Abilities:

- The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem (4.80)
- The ability to communicate information and ideas in writing so others will understand (4.40)
- The ability to read and understand information and ideas presented in writing (4.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 8 employers surveyed representing 74 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Assemblers and Fabricators - Except Machine, Electrical/Electronic, and Precision

Assemblers and fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Please include assemblers whose duties are of a nonprecision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing (OES 939560).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$9.50/hr	Median: \$6.50/hr
New Hires/Exp'd:	\$5.75 to \$15.00/hr	Median: \$8.00/hr
Exp'd/After 3 Years:	\$5.75 to \$21.00/hr	Median: \$10.00/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Many provide a vacation and sick leave. Some also provide dental insurance and life insurance. SHARED COST: Many employers provide medical insurance and dental insurance. Some also provide vision insurance and a retirement plan. Few employers provide benefits for part-time employees.

Hours: Almost all jobs are 40 hours per week. A few jobs are 20-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Many others are willing to accept less than a high school level education.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is not difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Large. There are approximately 535-650 assemblers and fabricators currently employed in Santa Cruz County. Local surveys indicate about 35% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of assemblers and fabricators is expected to increase slower than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Manufacturers and fabricators of metal, wood, glass, fiberglass, rubber, and plastic products. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring unsolicited applicants. Some fill openings through in-house promotion or transfer, by hiring referrals from the Employment Development Department, and/or by hiring referrals from private employment agencies.

Career Path: Promotions may lead to production technician or leadperson or other supervisory positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (4.20)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.20)
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (2.80)

Skills:

- Understanding written sentences and paragraphs in work related documents (2.80)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.80)
- Using mathematics to solve problems (2.60)

Abilities:

- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.40)
- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.20)
- The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (4.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET 98 Database (early release)

Data collected in 1999: 14 employers surveyed representing 274 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Automotive Mechanics

Also known as automotive technicians.

Automotive mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as brake repairers, transmission mechanics, or front-end mechanics. Does not include auto body repairers, bus and truck mechanics, diesel engine specialists, and electrical systems specialists (OES 853020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$12.00/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$8.00 to \$19.00/hr	Median: \$14.00/hr
Exp'd/After 3 Years:	\$10.00 to \$27.00/hr	Median: \$20.00/hr

Benefits: Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave and dental insurance. Some provide vision insurance and a retirement plan.

Hours: Almost all jobs are 40 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as smog check technicians or brake/lamp adjusters; contact the Bureau of Automotive Repair at 800-952-5210 for licensing information.

Education: Most recent hires have completed a high school level education. Some recent hires have completed some college.

Experience: Most employers require 1-5 years of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Most employers report that knowledge of computers and electronics is becoming increasingly important. Certificate programs are available, but do not necessarily eliminate the need for apprenticeship training. Refer to the training directory for information on related programs offered by:

Santa Cruz County Regional Occupational Program (ROP)

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 505-620 automotive technicians currently employed in Santa Cruz County. Local surveys indicate less than 5% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment opportunities for automotive mechanics and service technicians are expected to increase about as fast as the average for all occupations through the year 2008. Employment growth will continue to be concentrated in automobile dealerships, independent automotive repair shops, and specialty car care chains.

Other Information

Where the Jobs Are: Automotive repair shops, automobile dealers, and automotive supply stores. Nationally, about 20% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Some also fill openings by hiring unsolicited applicants.

Career Path: Promotions may lead to service advisor or service manager.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (5.00)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.16)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.00)

Skills:

- Repairing machines or systems using the needed tools (4.66)
- Determining what is causing an operating error and deciding what to do about it (4.50)
- Performing routine maintenance and determining when and what kind of maintenance is needed (4.16)
- Identifying the nature of problems (4.16)
- Installing equipment, machines, wiring, or programs to meet specifications (4.00)
- Determining the kind of tools and equipment needed to do a job (3.50)
- Watching gauges, dials, or other indicators to make sure a machine is working properly (3.33)

Abilities:

- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (4.32)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem (4.16)
- The ability to bend, stretch, twist, or reach out with the body, arms, and/or legs (4.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 17 employers surveyed representing 127 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Bakers - Bread and Pastry

Bread and pastry bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods (OES 650210).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$8.15/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$5.75 to \$11.20/hr	Median: \$8.00/hr
Exp'd/After 3 Years:	\$7.00 to \$13.00/hr	Median: \$11.00/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Many provide a vacation. Some also provide dental insurance, a retirement plan, vision insurance, life insurance, and sick leave. SHARED COST: Some employers provide medical insurance. For part-time employees: Some employers provide medical insurance and other benefits, including dental insurance, vision insurance, and life insurance. A few also provide a vacation and a retirement plan.

Hours: Most jobs are 36-40 hours per week. Some jobs are 20-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers are willing to accept less than a high school level education. Some require a high school diploma or equivalent for job entry.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Cabrillo College; Institute for Educational Therapy

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Medium. There are approximately 245-300 bread and pastry bakers currently employed in Santa Cruz County. Local surveys indicate about 30% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of chefs, cooks, and other kitchen workers is expected to increase about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Retail bakeries, grocery stores, and eating and drinking establishments. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees and/or through in-house promotion or transfer. Most also recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants.

Career Path: Promotions may lead to higher level baker positions. Promotions may also lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of techniques and equipment for planting, growing, and harvesting of food for consumption including crop rotation methods, animal husbandry, and food storage/handling techniques (3.00)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (2.50)
- Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (2.50)

Skills:

- Controlling operations of equipment or systems (3.16)
- Inspecting and evaluating the quality of products (2.66)
- Finding ways to structure or classify multiple pieces of information (2.66)
- Understanding written sentences and paragraphs in work related documents (2.50)
- Using mathematics to solve problems (2.50)

Abilities:

- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (3.20)
- The ability to read and understand information and ideas presented in writing (3.20)
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 89 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Bicycle Repairers

Also known as bicycle mechanics.

Bicycle repairers repair and service bicycles using hand tools (OES 859510).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$8.00/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$6.50 to \$10.55/hr	Median: \$8.50/hr
Exp'd/After 3 Years:	\$7.00 to \$15.00/hr	Median: \$11.00/hr

Benefits: EMPLOYER PAID: Some employers provide a vacation and sick leave. SHARED COST: Some employers provide medical insurance and other benefits, including dental insurance, vision insurance, and life insurance. For part-time employees: Some employers provide medical insurance and other benefits, including a vacation and sick leave.

Hours: Many jobs are 3-33 hours per week. Many other jobs are 35-65 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Small. There are approximately 30-35 bicycle repairers currently employed in Santa Cruz County. Local surveys indicate about 10% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of bicycle repairers is expected to increase faster than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Bicycle repair shops and retailers, including sporting goods stores. Nationally, about 19% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring unsolicited applicants. Most also fill openings by hiring referrals from employees. Many recruit applicants through newspaper advertisements.

Career Path: Promotions may lead to management positions. Interpersonal and organizational skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.50)
- Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems (2.83)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (2.83)

Skills:

- Repairing machines or systems using the needed tools (4.66)
- Installing equipment, machines, wiring, or programs to meet specifications (4.16)
- Determining what is causing an operating error and deciding what to do about it (4.00)
- Identifying the nature of problems (4.00)
- Determining the kind of tools and equipment needed to do a job (3.66)
- Performing routine maintenance and determining when and what kind of maintenance is needed (3.33)
- Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts (3.33)
- Generating or adapting equipment and technology to serve user needs (3.16)
- Controlling operations of equipment or systems (3.00)
- Inspecting and evaluating the quality of products (3.00)

Abilities:

- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.60)
- The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (3.40)
- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists (3.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 12 employers surveyed representing 33 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Biological, Agricultural, and Food Technicians and Technologists - Except Health

Biological, agricultural, and food technicians and technologists, except health assist scientists in laboratory and production activities by performing tasks necessary to experiment, test, and develop new and improved methods in production, preservation, and processing of plant and animal life. They develop improved methods of processing and preserving for artificial insemination, and test blood of poultry to ascertain presence of disease. This group includes agricultural technicians who treat ornamental and shade trees to improve their health and appearance (OES 245020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.50 to \$20.14/hr	Median: \$9.80/hr
New Hires/Exp'd:	\$9.50 to \$22.53/hr	Median: \$17.00/hr
Exp'd/After 3 Years:	\$14.00 to \$34.52/hr	Median: \$25.00/hr

Employees may also receive bonuses.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Of the employers surveyed, all report that they provide sick leave and a vacation. Most also provide dental insurance. Many provide a retirement plan. Some provide life insurance and child care benefits. SHARED COST: Many employers provide medical insurance and vision insurance. Some also provide dental insurance and life insurance.

Hours: Most jobs are 40-58 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a bachelor degree for job entry. Some are willing to accept a high school diploma or equivalent.

Experience: Almost all employers do not require prior experience.

Training: Most employers report that spreadsheet skills are important. Refer to the training directory for information on related programs offered by:

University of California, Santa Cruz

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more). This turnover rate does not include temporary/on-call or seasonal employment.

Size of Occupation

Small. There are approximately 65-75 biological, agricultural, and food technicians currently employed in Santa Cruz County. Local surveys indicate about 25% are female.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of science technicians is expected to increase more slowly than the average for all occupations through the year 2008. Continued growth of scientific and medical research, as well as the development and production of technical products, should stimulate demand for science technicians in all areas.

Other Information

Where the Jobs Are: Research and testing services firms and manufacturers of food, chemical and biological products. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements, fill opening by hiring referrals from employees, and/or by hiring referrals from colleges and universities. Many also fill openings by hiring unsolicited applicants. Some fill openings by hiring referrals from private employment agencies and/or through in-house promotion or transfer.

Career Path: Promotions may lead to higher level technician positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.83)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.33)
- Knowledge of techniques and equipment for planting, growing, and harvesting of food for consumption including crop rotation methods, animal husbandry, and food storage/handling techniques (3.00)

Skills:

- Using scientific methods to solve problems (3.50)
- Using mathematics to solve problems (3.33)
- Identifying the nature of problems (3.16)
- Understanding written sentences and paragraphs in work related documents (3.00)
- Controlling operations of equipment or systems (3.00)
- Determining the kind of tools and equipment needed to do a job (2.83)
- Finding ways to structure or classify multiple pieces of information (2.83)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.60)
- The ability to produce many rules so that each rule tells how to group (or combine) a set of things in a different way. (3.00)
- The ability to communicate information and ideas in writing so others will understand (3.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 5 employers surveyed representing 19 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers

Bookkeeping, accounting, and auditing clerks, including bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines (OES 553380).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.50 to \$24.00/hr	Median: \$10.63/hr
New Hires/Exp'd:	\$8.75 to \$17.74/hr	Median: \$15.00/hr
Exp'd/After 3 Years:	\$11.25 to \$24.00/hr	Median: \$16.00/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation. Almost all provide sick leave. Most also provide dental insurance and life insurance. Many provide a retirement plan. Some provide vision insurance. SHARED COST: Some employers provide medical insurance. For part-time employees: Some employers provide medical insurance and other benefits, including a vacation, dental insurance, and a retirement plan.

Hours: Almost all jobs are 35-43 hours per week. A few jobs are 13-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Some require an associate degree.

Experience: Most employers require 1-5 years of prior experience.

Training: Most employers report that word processing and spreadsheet skills are important. Refer to the training directory for information on related programs offered by:

Cabrillo College; Computer Trainers; Santa Cruz County Regional Occupational Program (ROP); Shoreline Occupational Services - Division of Goodwill Industries; the SPOT! Computer Software Training Institute; University of California, Santa Cruz Extension; Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very Large. There are approximately 1,320-1,615 bookkeeping and accounting technicians currently employed in Santa Cruz County. Local surveys indicate about 65% are female.

Employment Trends

Local: A slow decline is projected for this occupation through the year 2004. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of bookkeeping, accounting, and auditing clerks is expected to decline through 2008. Although a growing economy will result in more financial transactions and other activities that require these clerical workers, the continuing spread of office automation will lift worker productivity and contribute to employment decline. In addition, organizations of all sizes will continue to consolidate various recordkeeping functions, thus reducing the demand for these clerks.

Other Information

Where the Jobs Are: In most industries, including educational institutions and government agencies. Nationally, about 8% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Some also fill openings by hiring referrals from private employment agencies, public and private schools, and/or through in-house promotion or transfer.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (4.83)
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.66)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.50)

Skills:

- Using mathematics to solve problems (4.83)
- Finding ways to structure or classify multiple pieces of information (4.00)
- Knowing how to find information and identifying essential information (4.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.66)
- Understanding written sentences and paragraphs in work related documents (3.66)
- Identifying the nature of problems (3.50)
- Assessing how well one is doing when learning or doing something (3.16)
- Determining how money will be spent to get the work done, and accounting for these expenditures (3.00)

Abilities:

- The ability to add, subtract, multiply, or divide quickly and correctly (5.00)
- The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem (4.83)
- The ability to see details of objects at a close range (within a few feet of the observer) (4.66)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 53 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Bus and Truck Mechanics and Diesel Engine Specialists

Also known as diesel mechanics.

Bus and truck mechanics and diesel engine specialists repair and maintain the operating condition of trucks, buses, and all types of diesel engines. Includes mechanics working primarily with automobile diesel engines (OES 853110).

Wages and Fringe Benefits

NON-UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$8.00 to \$17.00/hr	Median: \$12.25/hr
Exp'd/After 3 Years:	\$11.99 to \$29.00/hr	Median: \$18.88/hr

UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$15.48 to \$21.58/hr	Median: \$18.73/hr
Exp'd/After 3 Years:	\$17.93 to \$22.17/hr	Median: \$21.58/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave and life insurance. Many also provide dental insurance, vision insurance, and a retirement plan. SHARED COST: Many employers provide medical insurance. Some also provide dental insurance, a retirement plan, and life insurance.

Hours: Almost all jobs are 40-45 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Many others are willing to accept less than a high school level education.

Experience: Almost all employers require 3-60 months of prior experience. Most employers are willing to accept training as a substitute for experience.

Training: Many employers require technical or vocational training prior to employment, although employers generally provide on-the-job training. No local training programs were identified for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Medium. Published projections for this occupation estimate the number of workers at 60-70. However, local surveys indicate approximately 100-150 diesel mechanics currently employed in Santa Cruz County. Local surveys indicate less than 5% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of diesel mechanics and service technicians is expected to increase about as fast as the average for all occupations through the year 2008. Besides employment growth, opportunities will be created by the need to replace those who retire or transfer to other occupations.

Other Information

Where the Jobs Are: Local and long haul trucking companies, educational institutions, diesel and truck repair shops, truck rental and leasing companies, and government agencies. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Many fill openings through in-house promotion or transfer. Some fill openings by hiring unsolicited applicants and/or referrals from schools and training programs.

Career Path: Promotions may lead to service advisor or supervisory positions. Electronics skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.83)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.00)

Skills:

- Repairing machines or systems using the needed tools (4.66)
- Performing routine maintenance and determining when and what kind of maintenance is needed (4.33)
- Determining what is causing an operating error and deciding what to do about it (4.33)
- Determining the kind of tools and equipment needed to do a job (3.83)
- Inspecting and evaluating the quality of products (3.66)
- Installing equipment, machines, wiring, or programs to meet specifications (3.66)
- Identifying the nature of problems (3.66)

Abilities:

- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.20)
- The ability to detect or tell the difference between sounds that vary over broad ranges of pitch and loudness (3.60)
- The ability to read and understand information and ideas presented in writing (3.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 94 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Bus Drivers

Also known as bus operators.

Bus drivers drive buses to transport passengers over specified routes to local or distant points according to a time schedule. They assist passengers with baggage and collect tickets or cash fares. Does not include school bus drivers (OES 971080).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.00 to \$10.91/hr	Median: \$10.88/hr
New Hires/Exp'd:	\$9.00 to \$12.03/hr	Median: \$10.88/hr
Exp'd/After 3 Years:	\$10.00 to \$14.62/hr	Median: \$10.88/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation and sick leave. Many also provide dental insurance, vision insurance, and life insurance. SHARED COST: Many employers provide medical insurance and other benefits, including dental insurance and vision insurance.

Hours: Almost all jobs are 40 hours per week.

Training, Experience, and Other Requirements

License: A commercial drivers license is required for this occupation, although some employers provide the necessary training and preparation to acquire the license; contact the Department of Motor Vehicles Commercial Driving License Office at 916-657-5771 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Of the employers surveyed, all report that they do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. Published projections for this occupation estimate the number of workers at 65-75. However, local surveys indicate approximately 200-250 bus drivers currently employed in Santa Cruz County. Local surveys indicate about 30% are female. Almost all jobs are union.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of busdrivers is expected to increase about as fast as average for all occupations through the year 2008, primarily to meet the transportation needs of a growing population and local environmental concerns. Thousands of additional job openings are expected to occur each year because of the need to replace workers who take jobs in other occupations, retire, or leave the occupation for other reasons. Employment of local transit and intercity drivers will grow as bus ridership increases. Local and intercity bus travel is expected to increase as the population and labor force grows. However, more individual travelers will opt to travel by airplane or automobile rather than by bus. Most growth in intercity drivers will probably be in group charter travel, rather than scheduled intercity bus services.

Other Information

Where the Jobs Are: Charter bus and transit companies . Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Of the employers surveyed, all report that they recruit applicants through newspaper advertisements . Most also fill openings by hiring referrals from employees and/or by hiring unsolicited applicants. Some recruit applicants through internet job listings.

Career Path: Promotions may lead to transportation specialist or supervisory positions. Interpersonal skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.33)
- Knowledge of various methods for describing the location and distribution of land, sea, and air masses including their physical locations, relationships, and characteristics (3.83)
- Knowledge of weaponry, public safety, and security operations, rules, regulations, precautions, prevention, and the protection of people, data, and property (3.50)

Skills:

- Controlling operations of equipment or systems (4.33)
- Watching gauges, dials, or other indicators to make sure a machine is working properly (3.50)
- Performing routine maintenance and determining when/what kind of maintenance is needed (3.50)
- Being aware of others' reactions and understanding why they react the way they do (3.00)
- Managing one's own time and the time of others (3.00)
- Talking to others to effectively convey information (3.00)
- Understanding written sentences and paragraphs in work related documents (3.00)
- Actively looking for ways to help people (2.66)
- Identifying the nature of problems (2.66)
- Identifying the things that must be changed to achieve a goal (2.66)

Abilities:

- The ability to quickly respond (with the hand, finger, or foot) to one signal (sound, light, picture, etc.) when it appears (3.80)
- The ability to see details at a distance (3.80)
- The ability to see under low light conditions (3.80)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 3 employers surveyed representing 194 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Carpenters

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include cabinetmakers and bench carpenters (OES 871020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.75 to \$15.00/hr	Median: \$10.00/hr
New Hires/Exp'd:	\$10.00 to \$25.00/hr	Median: \$15.00/hr
Exp'd/After 3 Years:	\$16.00 to \$35.00/hr	Median: \$18.75/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: Some employers provide medical insurance and other benefits, including a paid vacation, dental insurance, vision insurance, life insurance, and a retirement plan.

Hours: Almost all jobs are 40 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as general building or specialty contractors; contact the Contractors State License Board at 800-321-2752 for licensing information.

Education: Almost all recent hires have completed a high school level education.

Experience: Almost all employers require prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Apprenticeship training takes about 4 years to complete. Refer to the training directory for information on related programs offered by:

Santa Cruz County Regional Occupational Program (ROP)

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very Large. There are approximately 845-1,035 carpenters currently employed in Santa Cruz County. Local surveys indicate less than 5% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 15-20 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Job opportunities for carpenters are expected to be plentiful through the year 2008, due primarily to extensive replacement needs. Thousands of job openings will become available each year as carpenters transfer to other occupations or leave the labor force. The total number of job openings for carpenters is usually greater than for other craft occupations, because the carpentry occupation is large and the turnover rate is high. Because there are no strict training requirements for entry, many people with limited skills take jobs as carpenters but eventually leave the occupation because they dislike the work or cannot find steady employment. However, employment of carpenters is expected to increase more slowly than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: General building and heavy construction contractors. Nationally, about 30% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees.

Career Path: Promotions may lead to foreman or supervisory/management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (5.00)
- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (3.00)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (2.80)

Skills:

- Installing equipment, machines, wiring, or programs to meet specifications (3.80)
- Inspecting and evaluating the quality of products (3.40)
- Repairing machines or systems using the needed tools (3.20)
- Determining the kind of tools and equipment needed to do a job (3.20)

Abilities:

- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.40)
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.20)
- The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object (4.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 16 employers surveyed representing 101 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Cashiers

Also known as checkers.

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers (OES 490230).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$8.00/hr	Median: \$6.00/hr
New Hires/Exp'd:	\$5.75 to \$8.00/hr	Median: \$6.55/hr
Exp'd/After 3 Years:	\$6.50 to \$15.00/hr	Median: \$7.75/hr

Benefits: For full-time employees: Almost all employers provide medical insurance. Most also provide a paid vacation and dental insurance. Some provide paid sick leave, vision insurance, and a retirement plan. For part-time employees: Few employers provide benefits.

Hours: Almost all jobs are part-time or seasonal, ranging from 15-40 hours per week. A few jobs are 35-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most recent hires have less than a high school level education. Some recent hires have completed some college.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be high (30-39%). This turnover rate does not include seasonal employment.

Size of Occupation

Very Large. There are approximately 2,150-2,630 cashiers currently employed in Santa Cruz County. Local surveys indicate about 50% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 30-35 job openings are projected per year due to a net increase in occupation size. About 105-130 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Cashier employment is expected to increase as fast as the average for all occupations through the year 2008 due to expanding demand for goods and services by a growing population. Traditionally, workers under the age of 25 have filled many of the openings in this occupation in 1998, about half of all cashiers were 24 years of age or younger. Some establishments have begun hiring elderly and disabled persons as well to fill some of their job openings. Opportunities for part-time work are expected to continue to be excellent.

Other Information

Where the Jobs Are: In a wide variety of business establishments, including grocery stores and restaurants. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring referrals from employees and/or unsolicited applicants. Many also recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from schools and training programs. Some fill openings by using window signs and/or by hiring referrals from the Employment Development Department.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.00)
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.66)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.66)

Skills:

- Using mathematics to solve problems (4.16)
- Actively looking for ways to help people (3.83)
- Talking to others to effectively convey information (3.66)
- Being aware of others' reactions and understanding why they react the way they do (3.50)
- Listening to what other people are saying and asking questions as appropriate (3.16)
- Understanding written sentences and paragraphs in work related documents (2.66)
- Identifying the nature of problems (2.66)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.66)
- Assessing how well one is doing when learning or doing something (2.50)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.50)
- The ability to add, subtract, multiply, or divide quickly and correctly (4.33)
- The ability to see details of objects at a close range (within a few feet of the observer) (4.16)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 663 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Child Care Workers

Also known as teacher aides.

Child care workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting (OES 680380).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$9.00/hr	Median: \$6.75/hr
New Hires/Exp'd:	\$7.00 to \$15.00/hr	Median: \$8.00/hr
Exp'd/After 3 Years:	\$7.50 to \$18.88/hr	Median: \$10.00/hr

Benefits: EMPLOYER PAID: Many employers provide a vacation. Some also provide sick leave and child care benefits. SHARED COST: Many employers provide medical insurance. Some provide dental insurance. For part-time employees: Some employers provide child care benefits and sick leave.

Hours: Many jobs are 35-50 hours per week. Many other jobs are 13-28 hours per week.

Training, Experience, and Other Requirements

License: Criminal record clearance, including fingerprinting.

Education: Most employers require a high school diploma or equivalent for job entry.

Experience: Many employers do not require prior experience. Many others require 3-24 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Cabrillo College; Santa Cruz County Regional Occupational Program (ROP)

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Very Large. There are approximately 655-805 child care workers currently employed in Santa Cruz County. Local surveys indicate about 90% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 5-10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of preschool teachers and child-care workers is projected to increase faster than the average for all occupations through the year 2008. High turnover, combined with job growth, is expected to create many openings for preschool teachers and child-care workers. Qualified persons who are interested in this work should have little trouble finding and keeping a job.

Other Information

Where the Jobs Are: Child care centers, nursery schools, and preschools. Nationally, about 53% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from public and private schools. Some fill openings by hiring unsolicited applicants.

Career Path: Promotions may take the form of self-employment. With additional education, promotions may also lead to teacher or director.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.66)
- Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders (3.50)
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.00)

Skills:

- Being aware of others' reactions and understanding why they react the way they do (4.00)
- Talking to others to effectively convey information (4.00)
- Listening to what other people are saying and asking questions as appropriate (3.66)
- Actively looking for ways to help people (3.66)
- Teaching others how to do something (3.50)
- Using multiple approaches when learning or teaching new things (3.33)
- Assessing how well one is doing when learning or doing something (3.33)
- Identifying the nature of problems (3.16)
- Adjusting actions in relation to others' actions (3.00)
- Understanding written sentences and paragraphs in work related documents (3.00)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.00)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 17 employers surveyed representing 93 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Compliance Officers and Enforcement Inspectors - Except Construction

Compliance officers and enforcement inspectors enforce adherence to policies, procedures, or regulations and advise on standards. They may be employed in the public or private sector and inspect and enforce regulations on such matters as health, safety, food, immigration, licensing, or interstate commerce. Does not include construction and building inspectors (OES 219110).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.00 to \$24.00/hr	Median: \$14.39/hr
New Hires/Exp'd:	\$5.75 to \$29.00/hr	Median: \$13.54/hr
Exp'd/After 3 Years:	\$10.10 to \$30.00/hr	Median: \$20.79/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Many provide a vacation and sick leave. SHARED COST: Few employers provide benefits. For part-time employees: Few employers provide benefits.

Hours: Most jobs are 38-60 hours per week. Many jobs are part-time or seasonal, ranging from 15-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry.

Experience: Many employers require 1-5 years of prior experience.

Training: Some employers require technical or vocational training prior to employment. Some employers report that word processing and spreadsheet skills are important. No local training programs were identified for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%). This turnover rate does not include seasonal employment.

Size of Occupation

Small. There are approximately 95-115 compliance officers and enforcement inspectors currently employed in Santa Cruz County. Local surveys indicate about 40% are female. A few jobs are union.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Average growth in employment of inspectors and compliance officers is expected through 2008, reflecting a balance of continuing public demand for a safe environment and quality products against the desire for smaller government and fewer regulations. Additional job openings will arise from the need to replace those who transfer to other occupations, retire, or leave the labor force for other reasons.

Other Information

Where the Jobs Are: Government agencies and business associations. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring referrals from employees. Many also recruit applicants through newspaper advertisements. Some fill openings by hiring unsolicited applicants, through in-house promotion or transfer, and/or recruit applicants through internet job listings.

Career Path: Promotions may lead to supervisory or management positions. Communication skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods (4.40)
- Knowledge of weaponry, public safety, and security operations, rules, regulations, precautions, prevention, and the protection of people, data, and property (4.20)
- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process (4.00)

Skills:

- Understanding written sentences and paragraphs in work related documents (4.60)
- Knowing how to find information and identifying essential information (4.20)
- Talking to others to effectively convey information (4.00)
- Weighing the relative costs and benefits of a potential action (4.00)
- Using scientific methods to solve problems (4.00)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.00)
- Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts (3.80)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.80)
- Using mathematics to solve problems (3.80)
- Determining the long-term outcomes of a change in operations (3.80)

Abilities:

- The ability to read and understand information and ideas presented in writing (4.40)
- The ability to communicate information and ideas in speaking so others will understand (4.20)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 14 employers surveyed representing 25 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Computer Network Administrators and Managers

Also known as information systems administrators.

Computer network administrators and managers direct and oversee a firm's computer network and its related computing environments, including hardware, software, and all configurations. The network may be a Local Area Network (LAN) or a Wide Area Network (WAN) or both. They may make recommendations or make decisions regarding the purchase of equipment and report the fiscal impact to other company managers. They often plan and track projects, write proposals, and troubleshoot both operating system and hardware. They often manage a team consisting of analysts and technicians, although in smaller companies they may work independently (Modified DOT 031.262-999).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$13.38 to \$14.38/hr	Median: \$14.38/hr
New Hires/Exp'd:	\$11.19 to \$40.75/hr	Median: \$19.18/hr
Exp'd/After 3 Years:	\$11.99 to \$51.54/hr	Median: \$28.77/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation and sick leave. Many also provide dental insurance, life insurance, and vision insurance. Some provide a retirement plan. SHARED COST: Some employers provide medical insurance and dental insurance. For part-time employees: Few employers provide benefits.

Hours: Most jobs are 40-60 hours per week. Some jobs are 2-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require an associate degree for job entry. Some are willing to accept a high school diploma or equivalent. Some others require a bachelor degree.

Experience: Almost all employers require 6-60 months of prior experience.

Training: Most employers report that spreadsheet skills are important. Many also report that word processing and database skills are important. Refer to the training directory for information on related programs offered by:

New Horizons Computer Learning Center of Santa Cruz; Santa Cruz County Regional Occupational Program (ROP); University of California, Santa Cruz; University of California, Santa Cruz Extension; Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 120-150 computer network administrators and managers currently employed in Santa Cruz County. Local surveys indicate about 25% are female.

Employment Trends

Local: Insufficient data; however, many employers surveyed expect this occupation to grow. Insufficient data to estimate separations (workers retiring or leaving the occupation).

Nationwide: Computer systems analysts, engineers, and scientists are expected to be the fastest growing occupations through 2008. Employment of computing professionals is expected to increase much faster than average as technology becomes more sophisticated and organizations continue to adopt and integrate these technologies. The demand for networking to facilitate the sharing of information, the expansion of client/server environments, and the need for specialists to use their knowledge and skills in a problem solving capacity will be major factors in the rising demand for computer systems analysts, engineers, and scientists.

Other Information

Where the Jobs Are: In a wide variety of organizations that have computer network systems.

Methods Used to Fill Job Openings: Most employers fill openings by hiring referrals from employees. Many also recruit applicants through newspaper advertisements and/or recruit applicants through internet job listings. Some fill openings by hiring unsolicited applicants and/or referrals from private employment agencies.

Career Path: Promotions may lead to higher level management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (5.00)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.83)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.00)

Skills:

- Adjusting actions in relation to others' actions (4.16)
- Identifying the nature of problems (4.16)
- Developing approaches for implementing an idea (4.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (4.00)
- Talking to others to effectively convey information (4.00)
- Working with new material or information to grasp its implications (4.00)
- Weighing the relative costs and benefits of a potential action (4.00)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.83)
- The ability to communicate information and ideas in speaking so others will understand (4.83)
- The ability to read and understand information and ideas presented in writing (4.50)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 27 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Computer Programmers - Including Aides

Includes software engineers.

Computer programmers, including aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information (OES 251051).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$9.59 to \$22.77/hr	Median: \$15.89/hr
New Hires/Exp'd:	\$11.99 to \$38.36/hr	Median: \$27.57/hr
Exp'd/After 3 Years:	\$19.18 to \$49.86/hr	Median: \$35.96/hr

Employees may also receive bonuses.

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance and other benefits, including a vacation and sick leave. Many also provide dental insurance, life insurance, and a retirement plan. Some provide vision insurance. SHARED COST: Some employers provide a retirement plan.

Hours: Almost all jobs are 40-50 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a bachelor degree for job entry. Some are willing to accept an associate degree. Some others are willing to accept a high school diploma or equivalent.

Experience: Most employers require 6-60 months of prior experience.

Training: Most employers report that word processing skills are important. Many report that spreadsheet skills are important. Some report that database and desktop publishing skills are important. Some also report that C++ and Java skills are important. Refer to the training directory for information on related programs offered by:

University of California, Santa Cruz; University of California, Santa Cruz Extension

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 210-255 computer programmers and aides currently employed in Santa Cruz County. Local surveys indicate about 25% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 5-10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of programmers is expected to grow faster than the average for all occupations through 2008. Jobs for both systems and applications programmers should be plentiful in data processing service firms, software houses, and computer consulting businesses. These types of establishments are part of computer and data processing services, which is projected to be the fastest growing industry in the economy.

Other Information

Where the Jobs Are: Computer and data processing services firms, including those involved in developing software or providing related services. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Many also recruit applicants through newspaper advertisements. Some recruit applicants through internet job listings, fill openings by hiring referrals from private employment agencies, colleges and universities, and/or by hiring unsolicited applicants.

Career Path: Promotions may lead to higher level programmer positions or management positions. Communication skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (5.00)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.33)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.83)

Skills:

- Writing computer programs for various purposes (4.83)
- Communicating effectively with others in writing as indicated by the needs of the audience (4.33)
- Understanding written sentences and paragraphs in work related documents (4.16)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.16)
- Finding ways to structure or classify multiple pieces of information (4.00)
- Identifying the nature of problems (3.83)
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (3.83)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.66)
- The ability to read and understand information and ideas presented in writing (4.50)
- The ability to communicate information and ideas in writing so others will understand (4.50)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 105 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Computer Support Specialists

Computer support specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems (OES 251040).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.50 to \$23.01/hr	Median: \$12.19/hr
New Hires/Exp'd:	\$10.00 to \$38.36/hr	Median: \$17.26/hr
Exp'd/After 3 Years:	\$16.00 to \$47.95/hr	Median: \$21.58/hr

Employees may also receive bonuses.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide dental insurance and life insurance. Some provide vision insurance. SHARED COST: Many employers provide medical insurance and dental insurance. Some also provide vision insurance, life insurance, and a retirement plan. For part-time employees: Some employers provide medical insurance and other benefits, including a vacation, sick leave, and dental insurance.

Hours: Almost all jobs are 35-50 hours per week. A few jobs are 8-20 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Some require an associate degree.

Experience: Most employers require 6-24 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Some employers require technical or vocational training prior to employment. Many employers report that word processing, spreadsheet, and database skills are important. Some also report that desktop publishing skills are important. Refer to the training directory for information on related programs offered by:

Cabrillo College; New Horizons Computer Learning Center of Santa Cruz; University of California, Santa Cruz Extension; Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Large. There are approximately 340-415 computer support specialists currently employed in Santa Cruz County. Local surveys indicate about 25% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 15-20 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Within the computer and data processing services industry projected growth varies by sector. Among the fastest growing sectors should be client-server applications, consulting and integration services, prepackaged software, and end-user support.

Other Information

Where the Jobs Are: In a variety of industries, including computer and data processing services, educational institutions, and wholesalers/retailers of computer equipment. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring referrals from employees. Many recruit applicants through internet job listings. Some recruit applicants through newspaper advertisements, fill openings through in-house promotion or transfer, and/or by hiring unsolicited applicants. Some also fill openings by hiring referrals from colleges and universities, schools and training programs, and/or private employment agencies.

Career Path: Promotions may lead to management positions. Communication skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.20)
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.00)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (2.80)

Skills:

- Determining what is causing an operating error and deciding what to do about it (4.83)
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (4.83)
- Analyzing needs and product requirements to create a design (4.83)
- Teaching others how to do something (4.83)
- Identifying the nature of problems (4.66)

Abilities:

- The ability to read and understand information and ideas presented in writing (4.40)
- The ability to communicate information and ideas in speaking so others will understand (4.40)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 51 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Construction Managers

Also known as project managers.

Construction managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Does not include general managers of large construction contracting firms (OES 150170).

Wages and Fringe Benefits

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$14.38 to \$30.00/hr	Median: \$24.35/hr
Exp'd/After 3 Years:	\$21.58 to \$35.00/hr	Median: \$29.97/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance and other benefits, including a vacation, dental insurance, and sick leave. Some also provide life insurance, a retirement plan, and vision insurance. SHARED COST: Few employers provide benefits.

Hours: Almost all jobs are 40-45 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Many others require an associate degree.

Experience: Almost all employers require 6-60 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Many employers require technical or vocational training prior to employment. Almost all employers report that word processing skills are important. Many also report that spreadsheet skills are important. Refer to the training directory for information on related programs offered by:

Cabrillo College; Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 215-265 construction managers currently employed in Santa Cruz County. Local surveys indicate less than 5% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of construction managers is expected to increase about as fast as the average for all occupations through 2008, as the level and complexity of construction activity continues to grow. Prospects in construction management, engineering and architectural services, and construction contracting firms should be best for persons who have a bachelor's or higher degree in construction science, construction management, or construction engineering as well as practical experience working in construction.

Other Information

Where the Jobs Are: General building and heavy construction contractors. Nationally, about 15% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Some fill openings through in-house promotion or transfer, through word of mouth, and/or by hiring unsolicited applicants.

Career Path: Promotions may lead to director or superintendent. Communication skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (4.66)
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (4.16)
- Knowledge of policies and practices involved in personnel/human resource functions. This includes recruitment, selection, training, and promotion regulations and procedures; compensation and benefits packages; labor relations and negotiation strategies (3.83)

Skills:

- Adjusting actions in relation to others' actions (4.50)
- Motivating, developing, and directing people as they work, identifying the best people for the job (4.33)
- Identifying the nature of problems (4.00)
- Weighing the relative costs and benefits of a potential action (4.00)
- Inspecting and evaluating the quality of products (4.00)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.83)
- Managing one's own time and the time of others (3.83)
- Determining the kind of tools and equipment needed to do a job (3.66)
- Assessing how well one is doing when learning or doing something (3.66)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)
- The ability to communicate information and ideas in speaking so others will understand (4.40)
- The ability to read and understand information and ideas presented in writing (4.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 16 employers surveyed representing 34 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Cooks - Restaurant

Includes chefs.

Restaurant cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu (OES 650260).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$7.00/hr	Median: \$6.50/hr
New Hires/Exp'd:	\$5.75 to \$10.00/hr	Median: \$8.00/hr
Exp'd/After 3 Years:	\$9.00 to \$13.50/hr	Median: \$10.72/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance and a vacation. Some also provide sick leave, a retirement plan, life insurance, and dental insurance. SHARED COST: Some employers provide medical insurance and other benefits, including dental insurance and vision insurance. Few employers provide benefits for part-time employees.

Hours: Many jobs are 40 hours per week. A few jobs are 25-35 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers are willing to accept less than a high school level education. Some require a high school diploma or equivalent for job entry.

Experience: Most employers require 3-24 months of prior experience, although most are willing to accept training as a substitute for experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Cabrillo College; Institute for Educational Therapy

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very Large. There are approximately 695-850 restaurant cooks currently employed in Santa Cruz County. Local surveys indicate about 25% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 15-25 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Overall employment of chefs, cooks, and other kitchen workers is expected to increase about as fast as the average for all occupations through 2008. While job growth will create new positions, the overwhelming majority of job openings will stem from the need to replace workers who leave their jobs.

Other Information

Where the Jobs Are: Restaurants and hotels (with in-house restaurants). Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Of the employers surveyed, all report that they fill openings by hiring referrals from employees. Most also fill openings through in-house promotion or transfer. Many recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants. Some fill openings through word of mouth.

Career Path: Promotions may lead to supervisory or management positions. Leadership skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.50)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.16)
- Knowledge of weaponry, public safety, and security operations, rules, regulations, precautions, prevention, and the protection of people, data, and property (2.83)

Skills:

- Determining the kind of tools and equipment needed to do a job (3.16)
- Inspecting and evaluating the quality of products (3.16)
- Assessing how well one is doing when learning or doing something (3.00)
- Adjusting actions in relation to others' actions (2.83)
- Finding ways to structure or classify multiple pieces of information (2.66)
- Identifying the nature of problems (2.50)
- Understanding written sentences and paragraphs in work related documents (2.50)
- Talking to others to effectively convey information (2.50)
- Working with new material or information to grasp its implications (2.50)
- Controlling operations of equipment or systems (2.50)

Abilities:

- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (4.33)
- The ability to remember information such as words, numbers, pictures, and procedures (4.00)
- The ability to read and understand information and ideas presented in writing (3.83)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 202 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Cooks - Short Order

Includes pizza makers.

Short order cooks prepare and cook to order a variety of foods that require only a short preparation time. They may take orders from customers and serve patrons at counters or tables. Does not include cooks in fast foods establishments (OES 650350).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$8.00/hr	Median: \$6.00/hr
New Hires/Exp'd:	\$5.75 to \$9.00/hr	Median: \$7.00/hr
Exp'd/After 3 Years:	\$6.50 to \$11.00/hr	Median: \$8.50/hr

Benefits: For full-time employees: Almost all employers provide medical insurance. Most also provide a paid vacation and dental insurance. Some provide a retirement plan and paid sick leave. For part-time employees: Few employers provide benefits.

Hours: Most jobs are 35-40 hours per week. Some jobs are 18-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many recent hires have completed a high school level education. Some recent hires have completed some college.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be high (40% or more).

Size of Occupation

Medium. There are approximately 175-215 short order cooks currently employed in Santa Cruz County. Local surveys indicate about 30% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Overall employment of chefs, cooks, and other kitchen workers is expected to increase about as fast as the average for all occupations through 2008. While job growth will create new positions, the overwhelming majority of job openings will stem from the need to replace workers who leave their jobs. Minimal educational and training requirements, combined with a large number of part-time positions, make employment as chefs, cooks, and other kitchen workers attractive to people seeking a short-term source of income and a flexible schedule.

Other Information

Where the Jobs Are: Eating places, including coffee shops, family restaurants, and steak houses. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees. Some fill openings by hiring unsolicited applicants.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (2.66)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (2.50)

Skills:

- Listening to what other people are saying and asking questions as appropriate (3.33)
- Actively looking for ways to help people (3.16)
- Using mathematics to solve problems (3.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.50)
- Being aware of others' reactions and understanding why they react the way they do (2.50)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists (3.40)
- The ability to add, subtract, multiply, or divide quickly and correctly (3.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 127 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Electrical and Electronic Engineering Technicians and Technologists

Includes computer technicians.

Electrical and electronic engineering technicians and technologists apply electrical and electronic theory and related knowledge to design, build, test, repair, and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Does not include workers who only repair electronic equipment (OES 225050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.00 to \$14.38/hr	Median: \$10.69/hr
New Hires/Exp'd:	\$6.50 to \$19.25/hr	Median: \$15.00/hr
Exp'd/After 3 Years:	\$10.00 to \$23.97/hr	Median: \$19.00/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Most provide a vacation and sick leave. Many also provide life insurance. Some provide dental insurance, a retirement plan, and vision insurance. SHARED COST: Some employers provide medical insurance and other benefits, including dental insurance, vision insurance, and a retirement plan.

Hours: Almost all jobs 40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Some require an associate degree.

Experience: Most employers require 1-2 years of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Most employers require technical or vocational training prior to employment. Most employers report that word processing skills are important. Many also report that spreadsheet and database skills are important. Some report that desktop publishing skills are important. Refer to the training directory for information on related programs offered by:

Cabrillo College; Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 190-230 electrical and electronic engineering technicians currently employed in Santa Cruz County. Local surveys indicate less than 5% are female.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Overall employment of engineering technicians is expected to increase about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Manufacturers and designers of computers or electronic/electrical equipment and parts, and engineering firms. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements. Some fill openings by hiring unsolicited applicants. Some also recruit applicants through internet job listings, and/or fill openings by hiring referrals from colleges and universities.

Career Path: Promotions may lead to associate engineer or, with additional education, to engineer.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (4.66)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.50)
- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (4.33)

Skills:

- Generating or adapting equipment and technology to serve user needs (4.00)
- Knowing how to find information and identifying essential information (3.83)
- Determining what is causing an operating error and deciding what to do about it (3.83)
- Working with new material or information to grasp its implications (3.66)
- Identifying the nature of problems (3.66)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.50)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.50)
- Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts (3.50)
- Inspecting and evaluating the quality of products (3.50)

Abilities:

- The ability to read and understand information and ideas presented in writing (4.00)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. (3.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 14 employers surveyed representing 36 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Electricians

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Includes protective signal installers and repairers and street light servicers (OES 872020).

Wages and Fringe Benefits

UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$18.00 to \$26.00/hr	Median: \$25.50/hr
Exp'd/After 3 Years:	\$24.00 to \$35.00/hr	Median: \$27.50/hr

NON-UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$14.00 to \$21.00/hr	Median: \$18.00/hr
Exp'd/After 3 Years:	\$19.00 to \$25.00/hr	Median: \$25.00/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance and dental insurance. Some also provide a vacation, a retirement plan, vision insurance, sick leave, and life insurance. SHARED COST: A few employers provide medical insurance.

Hours: Almost all jobs are 40 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as electrical contractors; contact the Contractors State License Board at 800-321-2752 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Almost all employers require 1-5 years of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Apprenticeship training usually takes 4-5 years to complete. However, no local training or apprenticeship programs were identified for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 175-210 electricians currently employed in Santa Cruz County. Local surveys indicate less than 5% are female. Most jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of electricians is expected to increase about as fast as the average for all occupations through the year 2008. Nearly two-thirds of electricians are concentrated in the construction industry, which is expected to grow more slowly than the average for all industries.

Other Information

Where the Jobs Are: Electrical contractors and government agencies. Nationally, about 8% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring referrals from employees. Many recruit applicants through newspaper advertisements. Some fill openings by hiring union referrals and/or referrals from the Employment Development Department. Some also recruit applicants through trade journals, and/or fill openings through word of mouth.

Career Path: Promotions may lead to foreman positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (4.80)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (4.80)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.60)

Skills:

- Installing equipment, machines, wiring, or programs to meet specifications (4.00)
- Determining what is causing an operating error and deciding what to do about it (4.00)
- Repairing machines or systems using the needed tools (4.00)
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (3.60)
- Determining the kind of tools and equipment needed to do a job (3.60)
- Inspecting and evaluating the quality of products (3.60)

Abilities:

- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.20)
- The ability to see details of objects at a close range (within a few feet of the observer) (4.00)
- The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (4.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 16 employers surveyed representing 108 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Employment Interviewers - Private & Public Service

Includes employment and placement specialists.

Employment interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers, and contact employers to verify referral results and record data (OES 215080).

Wages and Fringe Benefits

UNION:

New Hires/Inexp'd:	\$5.81 to \$12.11/hr	Median: \$11.51/hr
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New Hires/Exp'd:	\$13.03 to \$17.26/hr	Median: \$13.46/hr
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Exp'd/After 3 Years:	\$18.06 to \$28.77/hr	Median: \$18.20/hr
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NON-UNION:

New Hires/Inexp'd:	\$8.25 to \$13.43/hr	Median: \$10.97/hr
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New Hires/Exp'd:	\$8.75 to \$20.00/hr	Median: \$14.00/hr
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Exp'd/After 3 Years:	\$9.40 to \$30.00/hr	Median: \$15.50/hr
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Benefits: Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Most also provide dental insurance. Many provide vision insurance and a retirement plan. Some provide life insurance.

Hours: Almost all jobs are 40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most recent hires have completed some college. Some recent hires have completed 4 years of college.

Experience: Many employers require 6-48 months of prior experience. Many others do not require prior experience.

Training: Most employers report that word processing skills are important. Human resources and business related programs are available. Refer to the training directory for information on related programs offered by:

University of California, Santa Cruz; University of California, Santa Cruz Extension; Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%). This turnover rate does not include temporary/on-call or seasonal employment.

Size of Occupation

Medium. Published projections for this occupation estimate the number of workers at 20-25. However, local surveys indicate approximately 150-200 employment interviewers currently employed in Santa Cruz County. Local surveys indicate about 80% are female. Most jobs are union.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment in this occupation is expected to grow about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: In a wide variety of industries, with about one in three jobs provided by government agencies. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from public and private schools, by hiring unsolicited applicants, and/or through in-house promotion or transfer. Some fill openings by hiring referrals from the Employment Development Department and/or referrals from employees.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of policies and practices involved in personnel/human resource functions. This includes recruitment, selection, training, and promotion regulations and procedures; compensation and benefits packages; labor relations and negotiation strategies (4.83)
- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (3.83)
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.50)

Skills:

- Talking to others to effectively convey information (4.33)
- Knowing how to find information and identifying essential information (3.83)
- Listening to what other people are saying and asking questions as appropriate (3.66)
- Understanding written sentences and paragraphs in work related documents (3.66)
- Weighing the relative costs and benefits of a potential action (3.66)
- Being aware of others' reactions and understanding why they react the way they do (3.33)
- Adjusting actions in relation to others' actions (3.33)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.16)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.80)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.60)
- The ability to read and understand information and ideas presented in writing (4.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 103 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Financial Managers

Includes controllers, fiscal officers, and chief financial officers.

Financial managers plan, organize, direct, control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions (OES 130020).

Wages and Fringe Benefits

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$10.00 to \$34.09/hr	Median: \$19.18/hr
Exp'd/After 3 Years:	\$14.00 to \$43.15/hr	Median: \$23.01/hr

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance and other benefits, including a vacation and sick leave. Most also provide dental insurance and life insurance. Many provide vision insurance and a retirement plan. SHARED COST: Some employers provide medical insurance and other benefits, including a retirement plan and dental insurance.

Hours: Of the employers surveyed, all report that jobs are 40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a bachelor degree for job entry. Some require a graduate degree.

Experience: **Almost** all employers require 1 -5 years of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Most employers require technical or vocational training prior to employment. Almost all employers report that word processing and spreadsheet skills are important. Most also report that database skills are important. Many report that desktop publishing skills are important. Refer to the training directory for information on related programs offered by:

University of California, Santa Cruz; University of California, Santa Cruz Extension

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Large. There are approximately 445-545 financial managers currently employed in Santa Cruz County. Local surveys indicate about 55% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Mergers, acquisitions, and corporate downsizing will continue to adversely affect employment of financial managers, but growth of the economy and the need for financial expertise will keep the profession growing about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: In a wide variety of industries, including computer and data processing services firms, government agencies, and educational institutions. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Many recruit applicants through internet job listings. Many also fill openings through in-house promotion or transfer and/or by hiring referrals from employees. Some fill openings by hiring referrals from colleges and universities.

Career Path: Promotions usually take the form of higher earnings.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (4.83)
- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (4.66)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.50)

Skills:

- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.50)
- Weighing the relative costs and benefits of a potential action (4.50)
- Understanding written sentences and paragraphs in work related documents (4.33)
- Determining how money will be spent to get the work done, and accounting for these expenditures (4.33)
- Knowing how to find information and identifying essential information (4.33)
- Adjusting actions in relation to others' actions (4.33)
- Communicating effectively with others in writing as indicated by the needs of the audience (4.16)
- Looking at many indicators of system performance, taking into account their accuracy (4.16)
- Talking to others to effectively convey information (4.16)
- Identifying the nature of problems (4.16)

Abilities:

- The ability to communicate information and ideas in writing so others will understand (5.00)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.83)
- The ability to read and understand information and ideas presented in writing (4.83)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 20 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Firefighters

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of city, township, State, or Federal government (OES 630080).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$13.16/hr	Median: \$12.75/hr
New Hires/Exp'd:	\$5.75 to \$16.03/hr	Median: \$13.68/hr
Exp'd/After 3 Years:	\$7.99 to \$18.52/hr	Median: \$16.08/hr

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance and other benefits, including a vacation, sick leave, dental insurance, and vision insurance. Most also provide life insurance and a retirement plan. SHARED COST: Few employers provide benefits.

Hours: Firefighters work rotating shifts that often consist of working 24 hours, followed by 24 or 48 hours off duty. Shifts generally average 56 hours per week. Some jobs are temporary or seasonal.

Training, Experience, and Other Requirements

License: Not required for firefighter; however, fire departments increasingly are requiring their firefighters to be cross-trained as paramedics, which does require licensing; contact the California Emergency Medical Services Authority at 916-322-4336 for licensing information.

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Most employers do not require prior experience. Some others require 6-24 months of prior experience.

Training: Almost all employers require technical or vocational training prior to employment. Most employers report that word processing and spreadsheet skills are important. Some also report that database skills are important. Certificate and degree programs are available, but do not necessarily eliminate the need for on-the-job or academy training. Refer to the training directory for information on related programs offered by:

Cabrillo College

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and not difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very competitive outlook for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%). This turnover rate does not include temporary/on-call or seasonal employment.

Size of Occupation

Large. There are approximately 270-330 firefighters currently employed in Santa Cruz County. Local surveys indicate about 5% are female. Employers surveyed report that all jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of firefighters is expected to increase more slowly than the average for all occupations through 2008 as fire departments continue to compete with other public safety providers for funding. Most job growth will occur as volunteer fire fighting positions are converted to paid positions.

Other Information

Where the Jobs Are: City and county fire departments and fire protection districts. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Many also fill openings by hiring referrals from schools and training programs and/or by hiring unsolicited applicants. Some fill openings through in-house promotion or transfer and/or by hiring union referrals.

Career Path: Promotions may lead to captain, deputy chief, or chief.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of weaponry, public safety, and security operations, rules, regulations, precautions, prevention, and the protection of people, data, and property (4.60)
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (3.80)
- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (3.60)

Skills:

- Performing routine maintenance and determining when/what kind of maintenance is needed (4.66)
- Adjusting actions in relation to others' actions (4.66)
- Controlling operations of equipment or systems (4.50)
- Determining the kind of tools and equipment needed to do a job (4.50)
- Actively looking for ways to help people (4.33)
- Identifying the nature of problems (4.33)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.60)
- The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object (4.40)
- The ability to exert muscle force repeatedly or continuously over time. This involves muscular endurance and resistance to muscle fatigue (4.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 6 employers surveyed representing 204 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

First Line Supervisors and Managers/Supervisors - Clerical and Administrative Support Occupations

Includes office managers.

First line clerical manager/supervisors, clerical and administrative support occupations, directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some manager/supervisors may also engage, in part, in the same clerical work as the workers they supervise (OES 510020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.23 to \$12.44/hr	Median: \$9.97/hr
New Hires/Exp'd:	\$8.00 to \$23.97/hr	Median: \$12.47/hr
Exp'd/After 3 Years:	\$9.09 to \$33.56/hr	Median: \$15.54/hr

Benefits: Of the employers surveyed, all report that they provide medical insurance and other benefits, including a paid vacation and paid sick leave. Almost all provide dental insurance. Most also provide life insurance and a retirement plan. Many provide vision insurance.

Hours: Almost all jobs are 37-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many recent hires have completed some college. Some recent hires have completed 4 years of college.

Experience: Almost all employers require 1-5 years of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Almost all employers report that word processing and spreadsheet skills are important. Many also report that database skills are important. Some report that desktop publishing skills are important. Refer to the training directory for information on related programs offered by:

Santa Cruz County Regional Occupational Program (ROP); the SPOT! Computer Software Training Institute; Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is a little difficult to find inexperienced but qualified applicants, and somewhat difficult to find qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very Large. There are approximately 1,180-1,440 clerical supervisors and managers currently employed in Santa Cruz County. Local surveys indicate about 70% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. About 25-35 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of office and administrative support supervisors and managers is expected to grow about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: In most industries, including financial institutions and educational institutions. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many also fill openings through in-house promotion. Some fill openings by hiring referrals from employees, public schools and training programs, and/or the Employment Development Department.

Career Path: Promotions may lead to manager or director, or may take the form of higher earnings.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (4.33)
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.83)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.50)

Skills:

- Motivating, developing, and directing people as they work, identifying the best people for the job (4.33)
- Managing one's own time and the time of others (4.16)
- Talking to others to effectively convey information (4.16)
- Assessing how well one is doing when learning or doing something (4.00)
- Understanding written sentences and paragraphs in work related documents (4.00)
- Adjusting actions in relation to others' actions (3.83)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.66)
- Identifying the nature of problems (3.66)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (5.00)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)
- The ability to communicate information and ideas in writing so others will understand (4.66)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 81 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

General Office Clerks

Includes office assistants and administrative support staff.

General office clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined (OES 553470).

Wages and Fringe Benefits

NON-UNION:

New Hires/Inexp'd:	\$6.00 to \$10.50/hr	Median: \$7.50/hr
New Hires/Exp'd:	\$7.00 to \$13.83/hr	Median: \$9.00/hr
Exp'd/After 3 Years:	\$8.00 to \$16.81/hr	Median: \$10.84/hr

UNION:

New Hires/Inexp'd:	\$9.00 to \$9.69/hr	Median: \$9.51/hr
New Hires/Exp'd:	\$10.48 to \$21.17/hr	Median: \$10.92/hr
Exp'd/After 3 Years:	\$12.15 to \$23.24/hr	Median: \$13.30/hr

Benefits: For full-time employees: Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Most also provide dental insurance, a retirement plan, and life insurance. Many provide vision insurance. For part-time employees: A few employers provide medical insurance. Some provide a paid vacation and paid sick leave. A few also provide life insurance and dental insurance.

Hours: Most jobs are 40 hours per week. Some jobs are 20-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all recent hires have completed a high school level education. A few recent hires have completed some college.

Experience: Most employers require 6-36 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Training programs are available for this occupation, although employers generally provide on-the-job training. Refer to Secretarial/Administrative Support Occupations in the Occupation-Training Index for a list of training providers with related programs.

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Very Large. There are approximately 2,300-2,805 general office clerks currently employed in Santa Cruz County. Local surveys indicate more than 95% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 50-65 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of general office clerks is expected to grow about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: In a wide variety of industries, including personnel supply services and educational institutions. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Of the employers surveyed, all report that they recruit applicants through newspaper advertisements. Some also fill openings through in-house promotion or transfer.

Career Path: Promotions may lead to higher level clerical positions or supervisory/management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (5.00)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.66)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (3.66)

Skills:

- Understanding written sentences and paragraphs in work related documents (3.75)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.58)
- Talking to others to effectively convey information (3.50)
- Finding ways to structure or classify multiple pieces of information (3.50)
- Listening to what other people are saying and asking questions as appropriate (3.41)
- Using mathematics to solve problems (3.16)
- Inspecting and evaluating the quality of products (3.08)
- Knowing how to find information and identifying essential information (3.00)

Abilities:

- The ability to add, subtract, multiply, or divide quickly and correctly (3.83)
- The ability to communicate information and ideas in speaking so others will understand (3.83)
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (3.83)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 17 employers surveyed representing 57 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Heating, Air Conditioning, and Refrigeration Mechanics and Installers

Also known HVAC service technicians.

Heating, air conditioning, and refrigeration mechanics and installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work (OES 859020).

Wages and Fringe Benefits

NON-UNION:

New Hires/Inexp'd:	\$8.00 to \$16.97/hr	Median: \$9.00/hr
New Hires/Exp'd:	\$11.00 to \$20.00/hr	Median: \$14.50/hr
Exp'd/After 3 Years:	\$14.00 to \$30.00/hr	Median: \$16.00/hr

UNION:

New Hires/Inexp'd:	\$8.00 to \$12.76/hr	Median: \$10.00/hr
New Hires/Exp'd:	\$14.00 to \$32.84/hr	Median: \$15.42/hr
Exp'd/After 3 Years:	\$19.97 to \$40.00/hr	Median: \$27.00/hr

Benefits: Almost all employers provide medical insurance and dental insurance. Most also provide vision insurance, a paid vacation, a retirement plan, and life insurance. Many provide paid sick leave.

Hours: Of the employers surveyed, all report that jobs are 38-45 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all recent hires have completed a high school level education. A few recent hires have completed some college.

Experience: Most employers require 9-60 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Apprenticeship training usually takes 4-5 years to complete. However, no local training or apprenticeship programs were identified for this occupation.

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. Published projections for this occupation estimate the number of workers at 55-65. However, local surveys indicate approximately 100-150 service technicians currently employed in Santa Cruz County. Local surveys indicate less than 5% are female. Many jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of heating, air-conditioning, and refrigeration mechanics and installers is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Plumbing, heating, and air conditioning firms. Nationally, about 13% are self-employed.

Methods Used to Fill Job Openings: Many employers recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals from employees, through in-house promotion or transfer, and/or by hiring union referrals.

Career Path: Promotions may lead to foreman or supervisory/management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.83)
- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (3.66)
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (3.50)

Skills:

- Determining what is causing an operating error and deciding what to do about it (4.66)
- Installing equipment, machines, wiring, or programs to meet specifications (4.66)
- Repairing machines or systems using the needed tools (4.50)

Abilities:

- The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. (3.80)
- The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position (3.40)
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 91 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Home Health Aides

Includes certified home health aides.

Home health aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include nursing aides and homemakers (OES 660110).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$15.00/hr	Median: \$8.80/hr
New Hires/Exp'd:	\$6.50 to \$15.75/hr	Median: \$9.12/hr
Exp'd/After 3 Years:	\$8.63 to \$18.75/hr	Median: \$11.50/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Most provide a vacation. Many also provide sick leave, dental insurance, vision insurance, and life insurance. Some provide a retirement plan. SHARED COST: Few employers provide benefits. For part-time employees: Some employers provide medical insurance. Many provide a vacation. Some also provide sick leave, dental insurance, and a retirement plan.

Hours: Many jobs are 40-50 hours per week. Many other jobs are 18-32 hours per week.

Training, Experience, and Other Requirements

License: Licensing is required for this occupation; contact the State Department of Health Services at 916-327-2445 for licensing information.

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Many employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Santa Cruz County Regional Occupational Program (ROP); Watsonville - Aptos Adult School

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. Published projections for this occupation estimate the number of workers at 95-115. However, local surveys indicate approximately 180-220 home health aides currently employed in Santa Cruz County. Local surveys indicate about 85% are female. A few jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 5-10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation)

Nationwide: A large number of job openings are expected for home health and personal care aides, due to substantial growth and very high turnover. Home health and personal care aides is expected to be one of the fastest growing occupations through the year 2008.

Other Information

Where the Jobs Are: Hospitals and home health care services. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring unsolicited applicants. Some fill openings through in-house promotion or transfer and/or by hiring referrals from colleges and universities.

Career Path: Promotions may lead to management positions. Communication skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.50)
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.00)
- Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders (3.33)

Skills:

- Actively looking for ways to help people (4.33)
- Being aware of others' reactions and understanding why they react the way they do (3.66)
- Listening to what other people are saying and asking questions as appropriate (3.50)
- Talking to others to effectively convey information (3.16)
- Managing one's own time and the time of others (3.00)
- Identifying the nature of problems (3.00)
- Adjusting actions in relation to others' actions (3.00)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.20)
- The ability to communicate information and ideas in speaking so others will understand (4.00)
- The ability to exert maximum muscle force to lift, push, pull, or carry objects (3.60)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 12 employers surveyed representing 162 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Hosts, Hostesses - Restaurant, Lounge or Coffee Shop

Hosts and hostesses-restaurant, lounge or coffee shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service (OES 650020).

Wages and Fringe Benefits

New Hires/Inexp'd: \$5.75 to \$7.00/hr Median: \$6.00/hr

New Hires/Exp'd: \$5.75 to \$7.50/hr Median: \$6.25/hr

Exp'd/After 3 Years: \$5.75 to \$9.00/hr Median: \$7.50/hr

Benefits: EMPLOYER PAID: Few employers provide benefits. SHARED COST: Few employers provide benefits. For part-time employees: Some employers provide medical insurance and other benefits, including dental insurance, vision insurance, and life insurance.

Hours: Most jobs are 12-25 hours per week. Some jobs are 35-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers are willing to accept less than a high school level education. Some require a high school diploma or equivalent for job entry.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Cabrillo College; Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is not difficult to find applicants who meet their hiring standards. This indicates a very competitive outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Large. There are approximately 340-415 hosts and hostesses currently employed in Santa Cruz County. Local surveys indicate about 65% are female.

Employment Trends

Local: A slow decline is projected for this occupation through the year 2004. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of food and beverage service occupations is expected to grow about as fast as the average for all occupations through 2008, stemming from increases in population, personal incomes, and leisure time. While employment growth will produce many new jobs, the overwhelming majority of openings will arise from the need to replace the high proportion of workers who leave this occupation each year.

Other Information

Where the Jobs Are: Restaurants. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees and/or by hiring unsolicited applicants. Many also fill openings through in-house promotion or transfer. Some recruit applicants through newspaper advertisements.

Career Path: Promotions may lead to waitperson or server. Interpersonal skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (3.66)
- Knowledge of policies and practices involved in personnel/human resource functions. This includes recruitment, selection, training, and promotion regulations and procedures; compensation and benefits packages; labor relations and negotiation strategies (3.17)

Skills:

- Actively looking for ways to help people (4.33)
- Adjusting actions in relation to others' actions (3.83)
- Managing one's own time and the time of others (3.66)
- Using mathematics to solve problems (3.66)
- Identifying the nature of problems (3.50)
- Motivating, developing, and directing people as they work, identifying the best people for the job (3.50)
- Being aware of others' reactions and understanding why they react the way they do (3.50)
- Talking to others to effectively convey information (3.50)
- Listening to what other people are saying and asking questions as appropriate (3.33)
- Weighing the relative costs and benefits of a potential action (3.16)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.20)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.60)
- The ability to speak clearly so that it is understandable to a listener (3.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 203 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Hotel Desk Clerks

Also known as front desk clerks and guest service representatives.

Hotel desk clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests (OES 538080).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$8.98/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$5.75 to \$10.00/hr	Median: \$7.25/hr
Exp'd/After 3 Years:	\$6.00 to \$12.00/hr	Median: \$9.00/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: For full-time employees: Some employers provide medical insurance and a paid vacation. For part-time employees: Few employers provide benefits.

Hours: Many jobs are 40-50 hours per week. Some jobs are 15-32 hours per week. A few jobs are temporary or seasonal, ranging from 20-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most recent hires have completed a high school level education. Some recent hires have completed some college.

Experience: Most employers do not require prior experience.

Training: Some employers report that word processing skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more). This turnover rate does not include temporary/on-call or seasonal employment.

Size of Occupation

Small. There are approximately 110-135 hotel desk clerks currently employed in Santa Cruz County. Local surveys indicate about 75% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of hotel, motel, and resort desk clerks is expected to grow about as fast as the average for all occupations through 2008, as more hotels, motels, and other lodging establishments are built and occupancy rates rise. Job opportunities for hotel and motel desk clerks will result from an unusually high turnover rate. These openings occur each year as thousands of workers transfer to other occupations that offer better pay and advancement opportunities or simply leave the work force altogether. Opportunities for part-time work should continue to be plentiful, as nearly all front desks are staffed 24 hours a day, 7 days a week.

Other Information

Where the Jobs Are: Hotels and motels. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals from employees.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.50)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.16)

Skills:

- Actively looking for ways to help people (4.33)
- Talking to others to effectively convey information (3.83)
- Listening to what other people are saying and asking questions as appropriate (3.50)
- Using mathematics to solve problems (3.33)
- Adjusting actions in relation to others' actions (3.33)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.16)
- Being aware of others' reactions and understanding why they react the way they do (3.00)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.60)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
- The ability to speak clearly so that it is understandable to a listener (3.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 80 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Industrial Truck and Tractor Operators

Also known as forklift operators.

Industrial truck and tractor operators operate gasoline or electric powered industrial trucks or tractors equipped with forklift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include logging tractor operators (OES 979470).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$16.97/hr	Median: \$7.75/hr
New Hires/Exp'd:	\$6.50 to \$16.97/hr	Median: \$9.00/hr
Exp'd/After 3 Years:	\$8.00 to \$17.12/hr	Median: \$11.25/hr

Surveys indicated that union wages were typically near the low end of the range.

Benefits: Most employers provide medical insurance and other benefits, including a paid vacation, dental insurance, a retirement plan, and paid sick leave. Many also provide vision insurance and life insurance.

Hours: Most jobs are 40 hours per week. Some jobs are temporary/on-call or seasonal, ranging from 40-50 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most recent hires have completed a high school level education. Some have less than a high school level education.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is a little difficult to find inexperienced but qualified applicants, and somewhat difficult to find qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%). This turnover rate does not include temporary/on-call or seasonal employment.

Size of Occupation

Medium. There are approximately 220-270 forklift operators currently employed in Santa Cruz County. Local surveys indicate about 5% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Growth of industrial truck and tractor operators will be slower than the average for all occupations through the year 2008. Growth of industrial truck and tractor operators will be constrained by technological improvements. Some firms use computerized dispatching or onboard data communication devices to enable industrial truck and tractor operators to move and track goods more efficiently. In other firms, industrial trucks and tractors may be replaced by computer-controlled conveyor systems, overhead handling systems, or automated vehicles that do not require operators.

Other Information

Where the Jobs Are: Wholesalers and manufacturers, trucking and warehousing, and food processing companies. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Some employers fill openings through in-house promotion or transfer, by hiring referrals from employees, private employment agencies, and/or the Employment Development Department. Some also recruit applicants through newspaper advertisements.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.00)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.50)

Skills:

- Controlling operations of equipment or systems (3.80)
- Determining the kind of tools and equipment needed to do a job (3.60)
- Performing routine maintenance and determining when and what kind of maintenance is needed (3.40)
- Adjusting actions in relation to others' actions (3.20)
- Watching gauges, dials, or other indicators to make sure a machine is working properly (3.20)
- Repairing machines or systems using the needed tools (3.20)
- Determining what is causing an operating error and deciding what to do about it (3.00)

Abilities:

- The ability to coordinate movements of two or more limbs together (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the body is in motion (4.20)
- The ability to quickly and repeatedly make precise adjustments in moving the controls of a machine or vehicle to exact positions (4.20)
- The ability to exert maximum muscle force to lift, push, pull, or carry objects (3.60)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 187 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Instructional Aides

Also known as teaching assistants, instructional assistants and teacher's aides.

Instructional aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils (OES 315211).

Wages and Fringe Benefits

UNION:

New Hires/Inexp'd:	\$7.56 to \$10.25/hr	Median: \$8.76/hr
New Hires/Exp'd:	\$8.78 to \$11.90/hr	Median: \$9.60/hr
Exp'd/After 3 Years:	\$9.21 to \$15.19/hr	Median: \$11.11/hr

NON-UNION:

New Hires/Inexp'd:	\$6.00 to \$8.25/hr	Median: \$6.10/hr
New Hires/Exp'd:	\$6.20 to \$9.39/hr	Median: \$7.13/hr
Exp'd/After 3 Years:	\$6.50 to \$10.89/hr	Median: \$8.13/hr

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance. Most also provide sick leave. Many provide dental insurance, vision insurance, life insurance, a vacation, and a retirement plan. SHARED COST: Some employers provide medical insurance and other benefits, including a vacation, sick leave, and vision insurance. For part-time employees: Some employers provide medical insurance. Many provide sick leave. Some also provide dental insurance, a vacation, a retirement plan, and vision insurance.

Hours: Some jobs are 30-40 hours per week. Most jobs are 12-28 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide the training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Large. Published projections for this occupation estimate the number of workers at 280-340. However, local surveys indicate approximately 500-600 instructional aides currently employed in Santa Cruz County. Local surveys indicate about 85% are female. Most jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of teacher assistants is expected to grow faster than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Public school districts and private educational facilities. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from public and private schools. Many fill openings through in-house promotion or transfer and/or by hiring referrals from employees. Some also fill openings by hiring unsolicited applicants.

Career Path: Promotions usually take the form of higher earnings and increased responsibilities.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (4.80)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.60)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.00)

Skills:

- Teaching others how to do something (4.80)
- Talking to others to effectively convey information (4.60)
- Listening to what other people are saying and asking questions as appropriate (4.40)
- Using multiple approaches when learning or teaching new things (4.00)
- Understanding written sentences and paragraphs in work related documents (3.80)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.40)
- Actively looking for ways to help people (3.40)
- Developing approaches for implementing an idea (3.20)
- Being aware of others' reactions and understanding why they react the way they do (3.00)
- Adjusting actions in relation to others' actions (3.00)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.60)
- The ability to communicate information and ideas in writing so others will understand (4.20)
- The ability to speak clearly so that it is understandable to a listener (4.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 555 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Instructors and Coaches - Sports and Physical Training

Includes trainers.

Sports and physical training instructors and coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. Does not include persons required to hold teaching credentials or who coach professional athletic teams (OES 313210).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.75 to \$22.00/hr	Median: \$9.26/hr
New Hires/Exp'd:	\$8.00 to \$26.00/hr	Median: \$12.00/hr
Exp'd/After 3 Years:	\$9.50 to \$30.00/hr	Median: \$18.00/hr

Surveys indicated that union wages were typically at the low end of the range. Employees may also receive commissions or tips.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave, dental insurance and vision insurance. SHARED COST: Few employers provide benefits. For part-time employees: Few employers provide benefits.

Hours: Many jobs are 4-30 hours per week. Some jobs are temporary or on-call, ranging from 14-30 hours per week. A few jobs are 35-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers require 6-48 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Santa Cruz County Regional Occupational Program (ROP)

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very low (less than 10%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Large. There are approximately 480-585 instructors and coaches currently employed in Santa Cruz County. Local surveys indicate about 40% are female. Many jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 15-20 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: An increased need for instructors and coaches is expected to increase employment in this occupation faster than the average for all occupations through the year 2008. Additional job opportunities will be generated by the need to replace workers who leave the occupation. Job prospects should be best for those with bachelor's degrees and extensive experience within their specialization.

Other Information

Where the Jobs Are: Athletic clubs, golf courses, and educational institutions. Nationally, about 11% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring referrals from employees, recruit applicants through newspaper advertisements, and/or fill openings by hiring unsolicited applicants. Some also recruit applicants through internet job listings.

Career Path: Promotions may lead to management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.20)
- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (4.00)
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (3.80)

Skills:

- Listening to what other people are saying and asking questions as appropriate (3.60)
- Identifying the nature of problems (3.60)
- Talking to others to effectively convey information (3.40)
- Knowing how to find information and identifying essential information (3.40)
- Being aware of others' reactions and understanding why they react the way they do (3.20)
- Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts (3.00)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.20)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.20)
- The ability to speak clearly so that it is understandable to a listener (3.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 235 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Janitors and Cleaners - Except Maids and Housekeeping Cleaners

Also known as custodians and maintenance workers.

Janitors and cleaners (except maids and housekeeping cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include maids and housekeepers (OES 670050).

Wages and Fringe Benefits

NON-UNION:

New Hires/Inexp'd:	\$5.75 to \$8.50/hr	Median: \$6.00/hr
New Hires/Exp'd:	\$6.50 to \$9.00/hr	Median: \$7.50/hr
Exp'd/After 3 Years:	\$7.50 to \$11.00/hr	Median: \$8.50/hr

UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$6.00 to \$10.47/hr	Median: \$9.17/hr
Exp'd/After 3 Years:	\$7.50 to \$11.56/hr	Median: \$9.65/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Many provide a vacation. Some also provide a retirement plan, dental insurance, vision insurance, life insurance, and sick leave. SHARED COST: Many employers provide medical insurance. Some also provide dental insurance, vision insurance, and a retirement plan. For part-time employees: Few employers provide benefits.

Hours: Most jobs are 35-42 hours per week. Some jobs are 20-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers are willing to accept less than a high school level education. Many require a high school diploma or equivalent for job entry.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Center for Employment Training

Supply/Demand Assessment

Employers generally report that it is not difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very Large. There are approximately 945-1,155 custodians currently employed in Santa Cruz County. Local surveys indicate about 25% are female. Some jobs are union.

Employment Trends

Local: A slow decline is projected for this occupation through the year 2004. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of janitors and cleaners and institutional cleaning supervisors is expected to grow about as fast as average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Educational institutions and janitorial/maintenance companies. Nationally, about 4% of all janitors and maids are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Many fill openings through in-house promotion or transfer and/or by hiring unsolicited applicants. Some fill openings by hiring referrals from the Employment Development Department.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.00)
- Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods (3.00)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (3.00)

Skills:

- Performing routine maintenance and determining when and what kind of maintenance is needed (3.83)
- Repairing machines or systems using the needed tools (3.50)
- Determining what is causing an operating error and deciding what to do about it (3.00)
- Determining the kind of tools and equipment needed to do a job (2.83)

Abilities:

- The ability to exert maximum muscle force to lift, push, pull, or carry objects (4.00)
- The ability to exert one's self physically over long periods of time without getting winded or out of breath (3.83)
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.83)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 220 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Laborers, Landscaping and Groundskeeping

Includes maintenance workers, nursery workers, and gardeners.

Landscaping and groundskeeping laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons (OES 790410).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.85 to \$10.00/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$7.00 to \$11.00/hr	Median: \$9.50/hr
Exp'd/After 3 Years:	\$10.00 to \$17.00/hr	Median: \$12.00/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Most provide a vacation. Some also provide sick leave and dental insurance. SHARED COST: Some employers provide a retirement plan.

Hours: Almost all jobs are 35-45 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers are willing to accept less than a high school level education. Some require a high school diploma or equivalent for job entry.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Cabrillo College; Santa Cruz County Regional Occupational Program (ROP)

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very Large. There are approximately 1,335-1,630 landscaping and groundskeeping laborers currently employed in Santa Cruz County. Local surveys indicate less than 5% are female. Few jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 40-45 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of landscaping, groundskeeping, nursery, greenhouse, and lawn service workers is expected to grow about as fast as the average for all occupations through the year 2008 in response to increasing demand for landscaping, groundskeeping, and related services. Because of high turnover, a large number of job openings is expected to result from the need to replace workers who transfer to other occupations or leave the labor force. Because wages for beginners are low and the work is physically demanding, many employers have difficulty attracting enough workers to fill all openings.

Other Information

Where the Jobs Are: Landscaping, garden/maintenance services and government agencies. Nationally, about 13% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Many also fill openings by hiring unsolicited applicants. Some recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from private employment agencies.

Career Path: Promotions may lead to supervisory or management positions. Communication skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods(3.00)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.00)
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (2.40)

Skills:

- Determining the kind of tools and equipment needed to do a job (3.00)
- Controlling operations of equipment or systems (2.80)
- Performing routine maintenance and determining when and what kind of maintenance is needed (2.60)

Abilities:

- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.00)
- The ability to exert one's self physically over long periods of time without getting winded or out of breath (3.80)
- The ability to exert maximum muscle force to lift, push, pull, or carry objects (3.80)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 106 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Licensed Vocational Nurses (LVNs)

Licensed vocational nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions (OES 325050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$11.00 to \$16.00/hr	Median: \$13.00/hr
New Hires/Exp'd:	\$11.00 to \$17.00/hr	Median: \$14.13/hr
Exp'd/After 3 Years:	\$12.75 to \$18.52/hr	Median: \$16.30/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: For full-time employees: Almost all employers provide medical insurance. Of the employers surveyed, all report that they provide a paid vacation and paid sick leave. Almost all also provide dental insurance. Most provide a retirement plan. Many provide vision insurance and life insurance. For part-time employees: Some employers provide medical insurance. A few provide a paid vacation and paid sick leave.

Hours: Many jobs are 40 hours per week. Some jobs are part-time or temporary/on-call, ranging from 8-29 hours per week.

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Board of Vocational Nursing at 916-263-7800 for licensing information.

Education: Most recent hires have completed some college. Some recent hires have completed 2 years of college.

Experience: Many employers do not require prior experience. Many others require 6-36 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Refer to the training directory for information on related programs offered by:

Cabrillo College

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Large. There are approximately 355-435 licensed vocational nurses currently employed in Santa Cruz County. Local surveys indicate about 90% are female. Some jobs are union.

Employment Trends

Local: A slow decline is projected for this occupation through the year 2004. About 5-10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of licensed vocational nurses is expected to grow as fast as the average for all occupations through 2008 in response to the long-term care needs of a rapidly growing population of very old people and to the general growth of health care. Employment in nursing homes is expected to grow faster than the average. As in most other occupations, replacement needs will be a major source of job openings. Much faster than average growth is expected in home health care services.

Other Information

Where the Jobs Are: Hospitals, clinics, and skilled nursing facilities. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring unsolicited applicants and/or by hiring referrals from public and private schools. Some fill openings by hiring referrals from employees.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.66)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.00)

Skills:

- Listening to what other people are saying and asking questions as appropriate (4.00)
- Actively looking for ways to help people (4.00)
- Knowing how to find information and identifying essential information (3.83)
- Identifying the nature of problems (3.66)
- Understanding written sentences and paragraphs in work related documents (3.66)
- Assessing how well one is doing when learning or doing something (3.50)
- Being aware of others' reactions and understanding why they react the way they do (3.50)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.50)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.00)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 16 employers surveyed representing 128 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Maintenance Repairers - General Utility

Also known as maintenance technicians.

General utility maintenance repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs: repairing electrical and/or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs (OES 851320).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$9.94/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$7.00 to \$15.53/hr	Median: \$10.07/hr
Exp'd/After 3 Years:	\$9.00 to \$17.00/hr	Median: \$13.50/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: Most employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, life insurance, and dental insurance. Many also provide vision insurance. Some provide a retirement plan.

Hours: Almost all jobs are 40-45 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many recent hires have completed a high school level education. Some recent hires have completed some college.

Experience: Almost all employers require 6-48 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Center for Employment Training

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Very Large. There are approximately 770-945 maintenance technicians currently employed in Santa Cruz County. Local surveys indicate less than 5% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 10-20 job openings are projected per year due to a net increase in occupation size. About 15-20 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of general maintenance mechanics is expected to grow more slowly than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Educational institutions, government agencies, and property/real estate management services. Nationally, about 4% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Some fill openings through in-house promotion or transfer and/or by hiring referrals from the Employment Development Department.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (5.00)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.83)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.50)

Skills:

- Installing equipment, machines, wiring, or programs to meet specifications (4.66)
- Repairing machines or systems using the needed tools (4.50)
- Performing routine maintenance and determining when and what kind of maintenance is needed (4.33)
- Identifying the nature of problems (4.16)
- Determining what is causing an operating error and deciding what to do about it (4.00)
- Determining the kind of tools and equipment needed to do a job (3.83)

Abilities:

- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (4.50)
- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.50)
- The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (4.33)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 63 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Marine Technicians

Marine technicians apply science, computer, and engineering skills to the marine and fresh water environment, including the open ocean, coastal regions, estuaries, rivers, swamps and lakes. Example of typical tasks may include fabrication, operation, and maintenance of mechanical and electronic navigational, oceanographic, meteorological and/or geophysical instrumentation and equipment. May be required to spend extended time at sea. May be designated to pilot remotely operated vehicles.

Published as a joint study with Monterey County.

Wages and Fringe Benefits

New Hires/Inexp'd:	\$9.35 to \$11.93/hr	Median: \$11.08/hr
New Hires/Exp'd:	\$9.35 to \$20.00/hr	Median: \$13.42/hr
Exp'd/After 3 Years:	\$10.50 to \$30.00/hr	Median: \$13.42/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Almost all provide a vacation and sick leave. Many provide life insurance and a retirement plan. Some also provide dental insurance and child care benefits. SHARED COST: Many employers provide medical insurance and other benefits, including dental insurance and vision insurance. Some also provide life insurance, a retirement plan, and child care benefits.

Hours: Almost all jobs are 40-60 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a bachelor degree for job entry. Some are willing to accept a high school diploma or equivalent or an associate degree for job entry.

Experience: Many employers do not require prior experience.

Training: Almost all employers report that spreadsheet skills are important. Most also report that word processing and database skills are important. Refer to the training directory for information on related programs offered by:

University of California, Santa Cruz

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and not difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very competitive outlook for those who are fully experienced. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 60-80 marine technicians currently employed in Santa Cruz County. Local surveys indicate about 30% are female.

Employment Trends

Local: Insufficient data; however, most employers surveyed expect this occupation to grow. Insufficient data to estimate separations (workers retiring or leaving the occupation).

Nationwide: Employment of science technicians is expected to increase more slowly than the average for all occupations through the year 2008. Continued growth of scientific and medical research, as well as the development and production of technical products, should stimulate demand for science technicians in all areas.

Other Information

Where the Jobs Are: Research and testing services firms and educational institutions. No nationwide self-employment data available.

Methods Used to Fill Job Openings: Most employers fill openings by hiring referrals from employees and/or colleges and universities. Many also fill openings by hiring unsolicited applicants.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.66)
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.50)
- Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods (3.83)

Skills:

- Using mathematics to solve problems (4.66)
- Understanding written sentences and paragraphs in work related documents (4.66)
- Using scientific methods to solve problems (4.50)
- Working with new material or information to grasp its implications (4.50)
- Knowing how to find information and identifying essential information (4.33)
- Generating a number of different approaches to problems (4.16)
- Evaluating the likely success of an idea in relation to the demands of the situation (4.00)
- Finding ways to structure or classify multiple pieces of information (4.00)
- Identifying the nature of problems (3.83)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.66)

Abilities:

- The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem (4.80)
- The ability to communicate information and ideas in writing so others will understand (4.40)
- The ability to read and understand information and ideas presented in writing (4.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 5 employers surveyed representing 59 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Medical Assistants

Medical assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties (OES 660050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.00 to \$9.00/hr	Median: \$8.25/hr
New Hires/Exp'd:	\$7.50 to \$13.00/hr	Median: \$9.50/hr
Exp'd/After 3 Years:	\$9.00 to \$13.00/hr	Median: \$11.00/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation. Most also provide sick leave. Many provide dental insurance. Some provide a retirement plan and vision insurance. SHARED COST: Some employers provide medical insurance. For part-time employees: Some employers provide a vacation.

Hours: Many jobs are 38-40 hours per week. Many other jobs are 14-32 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Many employers do not require prior experience. Many others require 2-24 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Many employers report that word processing skills are important. Some also report that database skills are important. Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Cabrillo College; Santa Cruz County Regional Occupational Program (ROP)

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Large. There are approximately 440-540 medical assistants currently employed in Santa Cruz County. Local surveys indicate about 90% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of medical assistants is expected to grow much faster than the average for all occupations through the year 2008 as the health services industry expands due to technological advances in medicine, and a growing and aging population.

Other Information

Where the Jobs Are: Offices of physicians, medical groups, and clinics. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many also fill openings by hiring referrals from public and private schools, the Employment Development Department, and/or through word of mouth. Some fill openings by hiring unsolicited applicants.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.83)
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.16)
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (3.83)

Skills:

- Actively looking for ways to help people (4.50)
- Communicating effectively with others in writing as indicated by the needs of the audience (4.16)
- Listening to what other people are saying and asking questions as appropriate (4.00)
- Talking to others to effectively convey information (3.83)
- Finding ways to structure or classify multiple pieces of information (3.83)
- Knowing how to find information and identifying essential information (3.66)
- Being aware of others' reactions and understanding why they react the way they do (3.66)
- Controlling operations of equipment or systems (3.50)
- Adjusting actions in relation to others' actions (3.50)
- Determining the kind of tools and equipment needed to do a job (3.33)

Abilities:

- The ability to see details of objects at a close range (within a few feet of the observer) (4.66)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.50)
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (4.33)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 37 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Nurses Aides

Includes certified nursing assistants (CNAs).

Nurse aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse aides may be called assistants, attendants, or orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include psychiatric aides and home health aides (OES 660080).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$11.56/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$6.00 to \$11.62/hr	Median: \$7.20/hr
Exp'd/After 3 Years:	\$6.25 to \$16.18/hr	Median: \$8.50/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: For full-time employees: Most employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Many provide dental insurance and a retirement plan. Some provide life insurance and vision insurance. For part-time employees: Few employers provide benefits.

Hours: Many jobs are 35-50 hours per week. Some jobs are 15-32 hours per week. A few jobs are temporary or on-call, ranging from 10-20 hours per week.

Training, Experience, and Other Requirements

License: Some jobs within this occupation require licensing as a nursing assistant; contact the Department of Health Services at 916-327-2445 for licensing information.

Education: Almost all recent hires have completed a high school level education.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Santa Cruz County Regional Occupational Program (ROP); Watsonville - Aptos Adult School

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be high (30-39%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Very Large. There are approximately 705-860 nurse aides currently employed in Santa Cruz County. Local surveys indicate about 90% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of nursing aides is expected to grow faster than the average for all occupations through the year 2008 in response to an emphasis on rehabilitation and the long-term care needs of a rapidly growing elderly population.

Other Information

Where the Jobs Are: Skilled nursing and residential care facilities and hospitals. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees and/or schools and training programs. Some fill openings by hiring unsolicited applicants.

Career Path: With additional education or training, promotions may lead to other healthcare occupations such as licensed vocational nurse.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.83)
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.66)
- Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods (3.50)

Skills:

- Actively looking for ways to help people (4.50)
- Being aware of others' reactions and understanding why they react the way they do (4.16)
- Listening to what other people are saying and asking questions as appropriate (3.66)
- Adjusting actions in relation to others' actions (3.50)
- Talking to others to effectively convey information (3.16)
- Generating or adapting equipment and technology to serve user needs (3.16)
- Watching gauges, dials, or other indicators to make sure a machine is working properly (3.00)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.50)
- The ability to exert maximum muscle force to lift, push, pull, or carry objects (4.50)
- The ability to communicate information and ideas in speaking so others will understand (4.33)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 432 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Plumbers, Pipefitters, and Steamfitters

Plumbers, pipefitters, and steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems (OES 875020).

Wages and Fringe Benefits

UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$15.63 to \$30.00/hr	Median: \$26.36/hr
Exp'd/After 3 Years:	\$16.96 to \$32.59/hr	Median: \$28.39/hr

NON-UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$10.00 to \$18.00/hr	Median: \$15.00/hr
Exp'd/After 3 Years:	\$15.00 to \$25.00/hr	Median: \$19.50/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Many also provide a vacation, dental insurance, and vision insurance. Some provide life insurance, a retirement plan, and sick leave. SHARED COST: Some employers provide medical insurance.

Hours: Almost all jobs are 36-40 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as plumbing contractors; contact the Contractors State License Board at 800-321-2752 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers require 6-60 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Apprenticeship training usually takes 4-5 years to complete. However, no local training or apprenticeship programs were identified for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be very low (less than 10%). This turnover rate does not include temporary/on-call or seasonal employment.

Size of Occupation

Medium. There are approximately 185-230 plumbers currently employed in Santa Cruz County. Local surveys indicate less than 5% are female. Most jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of plumbers, pipefitters, and steamfitters is expected to grow more slowly than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Plumbing, heating, and air conditioning contractors. Nationally, about 18% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring referrals from employees, by hiring union referrals, and/or by hiring unsolicited applicants. Some recruit applicants through newspaper advertisements. Some also fill openings through in-house promotion or transfer, by hiring referrals from the Employment Development Department, and/or schools and training programs.

Career Path: Promotions may lead to foreman or superintendent, or make take the form of self-employment.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (4.20)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.20)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (2.60)

Skills:

- Installing equipment, machines, wiring, or programs to meet specifications (3.60)
- Repairing machines or systems using the needed tools (3.40)
- Determining the kind of tools and equipment needed to do a job (3.40)
- Controlling operations of equipment or systems (3.40)
- Determining what is causing an operating error and deciding what to do about it (3.20)
- Identifying the nature of problems (3.20)
- Adjusting actions in relation to others' actions (3.20)

Abilities:

- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.75)
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.75)
- The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (4.25)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 14 employers surveyed representing 154 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Receptionists and Information Clerks

Receptionists and information clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include receptionists who primarily operate switchboards (OES 553050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$9.00/hr	Median: \$8.25/hr
New Hires/Exp'd:	\$7.10 to \$11.00/hr	Median: \$9.00/hr
Exp'd/After 3 Years:	\$7.50 to \$15.00/hr	Median: \$10.75/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Most provide a vacation. Many also provide sick leave and life insurance. Some provide dental insurance and vision insurance. SHARED COST: Many employers provide medical insurance. Some also provide dental insurance, a retirement plan, vision insurance, and a vacation.

Hours: Most jobs are 37-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Many employers require 3-24 months of prior experience, although many are willing to accept training as a substitute for experience. Many other employers do not require prior experience.

Training: Almost all employers report that word processing skills are important. Many also report that spreadsheet skills are important. Training programs are available for this occupation, although employers generally provide on-the-job training. Refer to Receptionists or Secretarial/Administrative Support Occupations in the Occupation-Training Index for a list of training providers with related programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very Large. There are approximately 1,195-1,460 receptionists currently employed in Santa Cruz County. Local surveys indicate about 85% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 5-10 job openings are projected per year due to a net increase in occupation size. About 25-30 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of receptionists is expected to grow faster than the average for all occupations through 2008.

Other Information

Where the Jobs Are: In most industries, with about one in four jobs provided by the healthcare services industry. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many also fill openings through in-house promotion or transfer. Some fill openings by hiring unsolicited applicants and/or referrals from the Employment Development Department.

Career Path: Promotions may lead to higher level clerical positions, such as administrative assistant or billing clerk.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.50)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.75)

Skills:

- Talking to others to effectively convey information (4.08)
- Actively looking for ways to help people (3.91)
- Listening to what other people are saying and asking questions as appropriate (3.91)
- Adjusting actions in relation to others' actions (3.50)
- Being aware of others' reactions and understanding why they react the way they do (3.41)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.25)
- Understanding written sentences and paragraphs in work related documents (3.25)
- Managing one's own time and the time of others (3.00)

Abilities:

- The ability to speak clearly so that it is understandable to a listener (4.66)
- The ability to communicate information and ideas in speaking so others will understand (4.66)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.33)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 16 employers surveyed representing 49 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Registered Nurses (RNs)

Registered nurses administer nursing care to ill or injured persons. This includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include nursing instructors and teachers (OES 325020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$15.00 to \$25.00/hr	Median: \$20.00/hr
New Hires/Exp'd:	\$15.00 to \$29.00/hr	Median: \$20.00/hr
Exp'd/After 3 Years:	\$15.00 to \$32.00/hr	Median: \$21.50/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation and sick leave. Most also provide dental insurance. Many provide vision insurance, life insurance, and a retirement plan. SHARED COST: Few employers provide benefits. For part-time employees: Most employers provide medical insurance and other benefits, including a vacation, sick leave, and dental insurance. Many also provide a retirement plan, vision insurance, and life insurance.

Hours: Many jobs are 8-32 hours per week. Some jobs are 40-55 hours per week. A few jobs are temporary or on-call, averaging 10-12 hours per week.

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Department of Consumer Affairs, Board of Registered Nursing at 916-322-3350 for information.

Education: Most employers require an associate degree for job entry.

Experience: Many employers require 6-24 months of prior experience. Many others do not require prior experience.

Training: Registered nurses may develop specialties that require additional training or certification. Refer to the training directory for information on related programs offered by:

Cabrillo College

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Very Large. There are approximately 1,040-1,270 registered nurses currently employed in Santa Cruz County. Local surveys indicate about 95% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 15-20 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of registered nurses is expected to grow faster than the average for all occupations through 2008 and because the occupation is large, many new jobs will result. There will always be a need for traditional hospital nurses, but a large number of new nurses will be employed in home health, long-term, and ambulatory care.

Other Information

Where the Jobs Are: Hospitals, home health care services, skilled nursing care facilities, and personnel supply services. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings by hiring unsolicited applicants. Some fill openings by hiring referrals from colleges and universities.

Career Path: Promotions may lead to supervisory or management positions. Interpersonal skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.83)
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.50)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)

Skills:

- Talking to others to effectively convey information (4.16)
- Actively looking for ways to help people (4.16)
- Being aware of others' reactions and understanding why they react the way they do (3.91)
- Understanding written sentences and paragraphs in work related documents (3.91)
- Weighing the relative costs and benefits of a potential action (3.91)
- Adjusting actions in relation to others' actions (3.83)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.75)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.66)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 17 employers surveyed representing 305 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Residential Counselors

Residential counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs, and furnishings (OES 273070).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$23.00/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$6.00 to \$23.00/hr	Median: \$8.00/hr
Exp'd/After 3 Years:	\$7.19 to \$25.00/hr	Median: \$9.25/hr

Benefits: For full-time employees: Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Most also provide dental insurance. Some provide a retirement plan, life insurance, and vision insurance. For part-time employees: Few employers provide benefits.

Hours: Most jobs are 37-54 hours per week. Some jobs are 6-35 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most recent hires have completed 4 years of college.

Experience: Most employers do not require prior experience.

Training: Some employers report that word processing skills are important. Refer to the training directory for information on related programs offered by:

Bethany College of the Assemblies of God; University of California, Santa Cruz Extension

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Large. Published projections for this occupation estimate the number of workers at 65-80. However, local surveys indicate approximately 300-400 residential counselors currently employed in Santa Cruz County. Local surveys indicate about 60% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Overall employment of counselors is expected to grow much faster than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Residential care facilities, social service agencies, and educational institutions. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals from employees.

Career Path: Promotions may lead to management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (3.83)
- Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders (3.66)
- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (3.33)

Skills:

- Being aware of others' reactions and understanding why they react the way they do (5.00)
- Listening to what other people are saying and asking questions as appropriate (4.66)
- Identifying the nature of problems (4.66)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.50)
- Talking to others to effectively convey information (4.33)
- Adjusting actions in relation to others' actions (4.16)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.83)
- Weighing the relative costs and benefits of a potential action (3.83)
- Identifying the things that must be changed to achieve a goal (3.83)
- Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts (3.83)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (3.40)
- The ability to speak clearly so that it is understandable to a listener (3.20)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 16 employers surveyed representing 367 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Respiratory Care Practitioners

Also known as respiratory therapists.

Respiratory care practitioners provide diagnostic and therapeutic respiratory care. They set up and operate various types of equipment to measure pulmonary function, and administer oxygen therapy, ventilator therapy, and cardiopulmonary resuscitation. They observe, monitor, and record the patient's responses to treatments and maintain patient records (OES 323020).

Wages and Fringe Benefits

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$15.71 to \$23.00/hr	Median: \$20.82/hr
Exp'd/After 3 Years:	\$21.04 to \$25.00/hr	Median: \$22.81/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: **EMPLOYER PAID:** Most employers provide medical insurance and other benefits, including a vacation, sick leave, dental insurance, and vision insurance. Some also provide life insurance and a retirement plan. **SHARED COST:** Few employers provide benefits. For part-time employees: Many employers provide medical insurance and other benefits, including a vacation, sick leave, a retirement plan, and dental insurance. Some also provide vision insurance.

Hours: Many jobs are temporary or on-call, ranging from 16-40 hours per week. Many other jobs are 40 hours per week. A few jobs are 28-32 hours per week.

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Department of Consumer Affairs, Board of Respiratory Care at 916-263-2626 for information.

Education: Many employers require a high school diploma or equivalent for job entry. Some require an associate degree. Some others require a bachelor degree.

Experience: Many employers do not require prior experience. Many others require 1 year of prior experience.

Training: Of the employers surveyed, all report that they require technical or vocational training prior to employment. However, no local training programs were identified for this occupation.

Supply/Demand Assessment

Employers generally report that it is not difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Small. Published projections for this occupation estimate the number of workers at 50-60. However, local surveys indicate approximately 65-85 respiratory care practitioners currently employed in Santa Cruz County. Local surveys indicate about 50% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Job opportunities are expected to remain good. Employment of respiratory therapists is expected to increase much faster than the average for all occupations through the year 2008, because of substantial growth of the middle-aged and elderly population - a development that will heighten the incidence of cardiopulmonary disease.

Other Information

Where the Jobs Are: Hospitals. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring referrals from employees. Many recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from colleges and universities. Some fill openings by hiring referrals from schools and training programs and/or by hiring unsolicited applicants. Some also recruit applicants through trade journals and/or fill openings by hiring union referrals.

Career Path: Promotions may lead to management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.33)
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.16)
- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (3.83)

Skills:

- Controlling operations of equipment or systems (4.33)
- Assessing how well one is doing when learning or doing something (4.00)
- Understanding written sentences and paragraphs in work related documents (4.00)
- Listening to what other people are saying and asking questions as appropriate (3.83)
- Identifying the nature of problems (3.83)
- Watching gauges, dials, or other indicators to make sure a machine is working properly (3.83)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.83)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
- The ability to read and understand information and ideas presented in writing (4.00)
- The ability to communicate information and ideas in speaking so others will understand (3.60)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 4 employers surveyed representing 63 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Salespersons - Retail (Except Vehicle Sales)

Also known as sales associates and clerks.

Retail salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as cashiers (OES 490112).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$8.00/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$6.50 to \$8.63/hr	Median: \$7.50/hr
Exp'd/After 3 Years:	\$7.00 to \$10.00/hr	Median: \$9.00/hr

Employees may also receive commissions.

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Some also provide a retirement plan. SHARED COST: Most employers provide medical insurance and dental insurance. Many also provide vision insurance, life insurance, and a retirement plan. For part-time employees: Many employers provide a vacation. Some also provide sick leave.

Hours: Many jobs are 12-30 hours per week. Many other jobs are 35-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Many others are willing to accept less than a high school level education.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Santa Cruz County Regional Occupational Program (ROP); Shoreline Occupational Services - Division of Goodwill Industries; Worldwide Educational Services

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-25%).

Size of Occupation

Very Large. There are approximately 4,015-4,905 retail salespersons currently employed in Santa Cruz County. Local surveys indicate about 55% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 50-60 job openings are projected per year due to a net increase in occupation size. About 135-165 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment is expected to increase about as fast as the average for all occupations through the year 2008 due to anticipated growth in retail sales created by a growing population. There will continue to be many opportunities for part-time workers, and demand will be strong for temporary workers during peak selling periods, such as the Christmas season.

Other Information

Where the Jobs Are: Retailers and specialty shops. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring unsolicited applicants. Many also fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements.

Career Path: Promotions may lead to supervisory or management positions. Interpersonal skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems (4.75)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.41)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.75)

Skills:

- Actively looking for ways to help people (4.66)
- Talking to others to effectively convey information (4.08)
- Being aware of others' reactions and understanding why they react the way they do (3.83)
- Listening to what other people are saying and asking questions as appropriate (3.66)
- Using mathematics to solve problems (3.33)
- Identifying the nature of problems (3.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.58)
- Understanding written sentences and paragraphs in work related documents (2.58)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.66)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.33)
- The ability to speak clearly so that it is understandable to a listener (4.16)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 442 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Secretaries - Except Legal and Medical

Includes administrative assistants.

Secretaries, except legal and medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include medical and legal secretaries (OES 551080).

Wages and Fringe Benefits

UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$6.90 to \$14.10/hr	Median: \$11.30/hr
Exp'd/After 3 Years:	\$12.08 to \$15.60/hr	Median: \$13.81/hr

NON-UNION:

New Hires/Inexp'd:	\$6.00 to \$11.39/hr	Median: \$8.88/hr
New Hires/Exp'd:	\$8.00 to \$15.92/hr	Median: \$11.00/hr
Exp'd/After 3 Years:	\$10.00 to \$16.81/hr	Median: \$12.00/hr

Benefits: For full-time employees: Of the employers surveyed, all report that they provide medical insurance. Almost all provide dental insurance. Most also provide a paid vacation, paid sick leave, life insurance, a retirement plan, and vision insurance. For part-time employees: Some employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, vision insurance, dental insurance, and a retirement plan.

Hours: Almost all jobs are 38-40 hours per week. A few jobs are 16-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many recent hires have completed some college. Many other recent hires have completed a high school level education.

Experience: Almost all employers require 6-48 months of prior experience.

Training: Almost all employers report that word processing skills are important. Some also report that spreadsheet and database skills are important. Training programs are available for this occupation, although employers generally provide on-the-job training. Refer to Secretarial/Administrative Support Occupations in the Occupation-Training Index for a list of training providers with related programs.

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find inexperienced but qualified applicants, and a little difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a somewhat competitive outlook for those who are fully experienced. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Very Large. There are approximately 1,245-1,525 secretaries currently employed in Santa Cruz County. Local surveys indicate more than 95% are female. Most jobs are union.

Employment Trends

Local: A slow decline is projected for this occupation through the year 2004. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Job openings should be plentiful, particularly for well-qualified and experienced secretaries, stemming from the need to replace workers who transfer to other occupations or leave this very large occupation for other reasons each year. Overall, however, little or no change is expected in employment of secretaries over the 1998-2008 period.

Other Information

Where the Jobs Are: In a wide variety of industries, with about one in four jobs provided by educational institutions. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Some also fill openings through in-house promotion or transfer and/or by hiring referrals from employees.

Career Path: Secretarial job descriptions can range from entry-level positions to administrative assistant or executive secretary positions. Promotions may lead to higher level clerical or supervisory positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (5.00)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.00)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.66)

Skills:

- Listening to what other people are saying and asking questions as appropriate (4.00)
- Adjusting actions in relation to others' actions (4.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.83)
- Understanding written sentences and paragraphs in work related documents (3.83)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.83)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)
- The ability to read and understand information and ideas presented in writing (4.33)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 16 employers surveyed representing 87 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Social Workers - Except Medical and Psychiatric

Includes case workers and case managers.

Social workers, except medical and psychiatric, counsel and aid individuals and families requiring social service assistance. Includes community organization social workers who plan, organize and work with community groups to solve problems. Does not include workers who are primarily medical, psychiatric, or chemical dependency social workers (OES 273050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$9.00 to \$18.00/hr	Median: \$12.12/hr
New Hires/Exp'd:	\$9.00 to \$19.68/hr	Median: \$13.96/hr
Exp'd/After 3 Years:	\$10.00 to \$23.01/hr	Median: \$15.49/hr

Surveys indicated that union wages were typically near the mid-point of the range.

Benefits: For full-time employees: Of the employers surveyed, all report that they provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide vision insurance. Many provide life insurance and a retirement plan. For part-time employees: Some employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, vision insurance, dental insurance, and life insurance.

Hours: Most jobs are 35-42 hours per week. A few jobs are 10-30 hours per week.

Training, Experience, and Other Requirements

License: Some jobs in this occupation require a license in clinical social work (LCSW); contact the State Department of Consumer Affairs, Board of Behavioral Sciences at 916-445-4933 for licensing information.

Education: Many recent hires have completed 6 years of college. Many other recent hires have completed 4 years of college.

Experience: Almost all employers require 6-24 months of prior experience.

Training: Many employers report that word processing skills are important. Some also report that database skills are important. Refer to the training directory for information on related programs in social work and psychology offered by:

Bethany College of the Assemblies of God; University of California, Santa Cruz

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Medium. There are approximately 140-170 social workers currently employed in Santa Cruz County. Local surveys indicate about 85% are female. Most jobs are union, although only a few employers are union.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of social workers is expected to increase much faster than the average for all occupations through 2008. Employment of social workers in private social service agencies will grow, but not as rapidly as demand for their services.

Other Information

Where the Jobs Are: Social services agencies and community-based organizations. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals public and private schools, referrals from employees, and/or through in-house promotion or transfer.

Career Path: Promotions may lead to program director.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (4.66)
- Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders (4.16)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.50)

Skills:

- Being aware of others' reactions and understanding why they react the way they do (4.83)
- Actively looking for ways to help people (4.66)
- Talking to others to effectively convey information (4.50)
- Listening to what other people are saying and asking questions as appropriate (4.33)
- Identifying the nature of problems (4.16)
- Adjusting actions in relation to others' actions (4.00)
- Knowing how to find information and identifying essential information (4.00)
- Understanding written sentences and paragraphs in work related documents (4.00)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.83)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.66)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.80)
- The ability to communicate information and ideas in speaking so others will understand (4.80)
- The ability to communicate information and ideas in writing so others will understand (4.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 156 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Stock Clerks - Stockroom, Warehouse, and Storage Yard

Stock clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Does not include stockroom laborers and workers whose primary duties involve shipping, weighing, and checking (OES 580230).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$9.00/hr	Median: \$7.50/hr
New Hires/Exp'd:	\$5.75 to \$11.00/hr	Median: \$8.00/hr
Exp'd/After 3 Years:	\$7.00 to \$14.00/hr	Median: \$10.25/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Most provide a vacation. Many provide sick leave and a retirement plan. Some also provide dental insurance, vision insurance, and life insurance. SHARED COST: Few employers provide benefits. For part-time employees: Few employers provide benefits.

Hours: Many jobs are 18-32 hours per week. Many other jobs are 38-45 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers are willing to accept less than a high school level education. Some require a high school diploma or equivalent for job entry.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Large. There are approximately 380-465 stock clerks currently employed in Santa Cruz County. Local surveys indicate about 40% are female. Few jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 5-10 job openings are projected per year due to a net increase in occupation size. About 5-10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Job prospects for stock clerks should be favorable even though employment is expected to grow more slowly than the average for all occupations through 2008. Because this occupation is very large and many jobs are entry level, numerous job openings will occur each year to replace those who transfer to other jobs or leave the labor force.

Other Information

Where the Jobs Are: Warehouses, distribution centers, department stores, building supply stores, and grocery stores. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements, fill openings by hiring unsolicited applicants, and/or referrals from employees. Some also fill openings through in-house promotion or transfer.

Career Path: Promotions may lead to supervisory or management positions. Interpersonal skills may be important for career advancement.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.80)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.60)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.20)

Skills:

- Understanding written sentences and paragraphs in work related documents (4.00)
- Finding ways to structure or classify multiple pieces of information (4.00)
- Listening to what other people are saying and asking questions as appropriate (3.80)
- Knowing how to find information and identifying essential information (3.40)
- Using mathematics to solve problems (3.40)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.00)
- Inspecting and evaluating the quality of products (2.80)
- Identifying the nature of problems (2.80)
- Adjusting actions in relation to others' actions (2.80)
- Talking to others to effectively convey information (2.80)

Abilities:

- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (4.00)
- The ability to produce many rules so that each rule tells how to group (or combine) a set of things in a different way. (3.80)
- The ability to bend, stretch, twist, or reach out with the body, arms, and/or legs (3.80)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 147 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Systems Analysts - Electronic Data Processing

Systems analysts, electronic data processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists (OES 251020).

Wages and Fringe Benefits

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$12.00 to \$31.16/hr	Median: \$18.00/hr
Exp'd/After 3 Years:	\$14.16 to \$40.75/hr	Median: \$22.12/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation and sick leave. Most also provide dental insurance, life insurance, and a retirement plan. Many provide vision insurance. SHARED COST: Some employers provide medical insurance and a retirement plan.

Hours: Almost all jobs are 40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Some employers require a high school diploma or equivalent for job entry. Some require an associate degree. Some others require a bachelor degree.

Experience: Of the employers surveyed, all report that they require 1-5 years of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Most employers require technical or vocational training prior to employment. Almost all employers report that database and spreadsheet skills are important. Most also report that word processing and desktop publishing skills are important. Refer to the training directory for information on related programs offered by:

University of California, Santa Cruz; University of California, Santa Cruz Extension

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 200-245 computer systems analysts currently employed in Santa Cruz County. Local surveys indicate about 25% are female. A few jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 10-20 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Computer systems analysts, engineers, and scientists are expected to be the fastest growing occupations through 2008.

Other Information

Where the Jobs Are: Computer and data processing services firms, educational institutions, and government agencies. Nationally, about 8% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also recruit applicants through internet job listings. Some fill openings through in-house promotion or transfer, word of mouth, by hiring unsolicited applicants, and/or by hiring referrals from employees.

Career Path: Promotions may lead to higher level systems analyst positions, programmer, or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (5.00)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.00)
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.83)

Skills:

- Understanding written sentences and paragraphs in work related documents (4.66)
- Writing computer programs for various purposes (4.66)
- Determining what is causing an operating error and deciding what to do about it (4.66)
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (4.50)
- Identifying the nature of problems (4.33)
- Analyzing needs and product requirements to create a design (4.33)
- Communicating effectively with others in writing as indicated by the needs of the audience (4.16)
- Listening to what other people are saying and asking questions as appropriate (3.83)
- Knowing how to find information and identifying essential information (3.83)
- Developing approaches for implementing an idea (3.83)

Abilities:

- The ability to read and understand information and ideas presented in writing (4.83)
- The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem (4.66)
- The ability to communicate information and ideas in writing so others will understand (4.66)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1999: 15 employers surveyed representing 71 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Teachers - Preschool

Preschool teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification (OES 313030).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$11.81/hr	Median: \$7.17/hr
New Hires/Exp'd:	\$7.00 to \$13.12/hr	Median: \$8.13/hr
Exp'd/After 3 Years:	\$8.25 to \$15.14/hr	Median: \$9.84/hr

Benefits: For full-time employees: Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide child care benefits. Many provide life insurance. Some provide a retirement plan and vision insurance. For part-time employees: Some employers provide a paid vacation and paid sick leave. A few also provide child care benefits and dental insurance.

Hours: Most jobs are 35-40 hours per week. Some jobs are 5-30 hours per week.

Training, Experience, and Other Requirements

License: Required for this occupation. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information. For private schools, contact the California Department of Social Services at 408-277-1286 for licensing information.

Education: Many recent hires have completed some college. Many other recent hires have completed 2 years of college.

Experience: Almost all employers require 6-24 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Many employers require completion of 6-12 units of Early Childhood Education (ECE). Refer to the training directory for information on related programs offered by:

Bethany College of the Assemblies of God; Cabrillo College; Santa Cruz County Regional Occupational Program (ROP); University of California, Santa Cruz Extension

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Large. There are approximately 355-435 preschool teachers currently employed in Santa Cruz County. Local surveys indicate about 95% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of preschool teachers and child-care workers is projected to increase faster than the average for all occupations through the year 2008. In addition, many preschool teachers and child-care workers leave the occupation each year for other jobs, family responsibilities, or other reasons.

Other Information

Where the Jobs Are: Public school districts and private schools with pre-kindergarten programs. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Of the employers surveyed, all report that they recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from public and private schools and/or by hiring referrals from employees. Some fill openings through in-house promotion or transfer and/or by hiring unsolicited applicants.

Career Path: Promotions may lead to head teacher, assistant director, or director.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (4.83)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.66)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.16)

Skills:

- Talking to others to effectively convey information (4.50)
- Using multiple approaches when learning or teaching new things (4.50)
- Teaching others how to do something (4.50)
- Being aware of others' reactions and understanding why they react the way they do (4.33)
- Listening to what other people are saying and asking questions as appropriate (4.16)
- Assessing how well one is doing when learning or doing something (3.50)
- Adjusting actions in relation to others' actions (3.50)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.83)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.50)
- The ability to speak clearly so that it is understandable to a listener (4.33)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 16 employers surveyed representing 152 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Teachers - Secondary School

Secondary school teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational high school teachers. Does not include special education teachers who teach only students with disabilities (OES 313080).

Wages and Fringe Benefits

PUBLIC SCHOOLS: (union wages)

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$13.64 to \$26.08/hr	Median: \$15.58/hr
Exp'd/After 3 Years:	\$16.80 to \$30.68/hr	Median: \$24.29/hr

PRIVATE SCHOOLS: (non-union wages)

New Hires/Inexp'd:	\$10.79 to \$11.15/hr	Median: \$11.10/hr
New Hires/Exp'd:	\$10.79 to \$15.39/hr	Median: \$12.62/hr
Exp'd/After 3 Years:	\$11.51 to \$18.73/hr	Median: \$15.14/hr

Wages for teachers are typically paid on an annual basis. For inexperienced new hires, salaries range from \$20,000 to \$32,000. For experienced new hires, salaries range from \$21,000 to \$34,500. For experienced employees after 3 years, salaries range from \$21,500 to \$57,000.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide sick leave. Many also provide a vacation, vision insurance, life insurance, and dental insurance. Some provide a retirement plan. SHARED COST: Many employers provide medical insurance and other benefits, including dental insurance and a retirement plan. Some also provide life insurance. For part-time employees: Many employers provide medical insurance and other benefits, including sick leave, dental insurance, vision insurance, and life insurance. Some also provide a retirement plan and a vacation.

Hours: Most jobs are 35-45 hours per week. Many jobs are 10-30 hours per week.

Training, Experience, and Other Requirements

License: Requirements vary, depending on the type of school. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information.

Education: Almost all employers require a bachelor degree for job entry.

Experience: Most employers do not require prior experience. Some other employers require 1-2 years of prior experience, although some are willing to accept training as a substitute for experience.

Training: Some employers report that word processing skills are important. Refer to the training directory for information on related programs offered by:

Bethany College of the Assemblies of God; University of California, Santa Cruz

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Very Large. There are approximately 1,065-1,305 secondary school teachers currently employed in Santa Cruz County. Local surveys indicate about 55% are female. Most jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 30-35 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of secondary school teachers is expected to grow faster than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Public school districts and private schools. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Many employers recruit applicants through newspaper advertisements. Some fill openings by hiring referrals from colleges and universities, and/or recruit applicants through internet job listings. Some also fill openings by hiring referrals from schools and training programs, by hiring unsolicited applicants, and/or by hiring referrals from employees.

Career Path: Promotions usually take the form of higher earnings. With the appropriate education, promotions may lead to school administrator or principal.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (5.00)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.16)
- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (3.16)

Skills:

- Talking to others to effectively convey information (4.83)
- Teaching others how to do something (4.83)
- Using multiple approaches when learning or teaching new things (4.66)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.80)
- The ability to communicate information and ideas in writing so others will understand (4.40)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 8 employers surveyed representing 424 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Teachers and Instructors, Vocational Education and Training

Vocational education and training teachers and instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Includes correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education (OES 313140).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$15.00 to \$24.00/hr	Median: \$21.29/hr
New Hires/Exp'd:	\$7.75 to \$28.00/hr	Median: \$20.57/hr
Exp'd/After 3 Years:	\$11.00 to \$42.19/hr	Median: \$24.97/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: EMPLOYER PAID: Many employers provide a vacation and sick leave. SHARED COST: Some employers provide medical and dental insurance. For part-time employees: Some employers provide medical insurance, and other benefits, including a retirement plan and sick leave.

Hours: Almost all jobs are 13-33 hours per week. A few jobs are 40-60 hours per week.

Training, Experience, and Other Requirements

License: Requirements vary, depending on the type of school. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information.

Education: Many employers require a high school diploma or equivalent for job entry. Some require a bachelor degree.

Experience: Most employers require 5-60 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Many employers report that word processing and spreadsheet skills are important. Some also report that database and desktop publishing skills are important. No local training programs were identified for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 75-90 vocational education teachers and instructors currently employed in Santa Cruz County. Local surveys indicate about 65% are female. Many jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of adult and vocational education teachers is expected to grow about as fast as the average for all occupations through 2008 as the demand for adult education programs continues to rise. Opportunities should be best for part-time positions, especially in fields such as computer technology, automotive mechanics, and medical technology, which offer attractive and often higher-paying job opportunities outside of teaching.

Other Information

Where the Jobs Are: Public secondary schools and ROP programs, community colleges, and private vocational/technical schools. Nationally, about 14% are self-employed.

Methods Used to Fill Job Openings: Many employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Some also fill openings through in-house promotion or transfer, by hiring unsolicited applicants, and/or by hiring referrals from schools and training programs.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (5.00)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.20)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (2.80)

Skills:

- Talking to others to effectively convey information (4.60)
- Teaching others how to do something (4.60)
- Listening to what other people are saying and asking questions as appropriate (4.20)
- Using multiple approaches when learning or teaching new things (4.20)
- Developing approaches for implementing an idea (4.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (4.00)
- Weighing the relative costs and benefits of a potential action (4.00)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.60)
- The ability to read and understand information and ideas presented in writing (4.20)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 14 employers surveyed representing 199 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Truck Drivers - Heavy or Tractor Trailer

Heavy or tractor trailer truck drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks (OES 971020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$15.00/hr	Median: \$10.50/hr
New Hires/Exp'd:	\$5.75 to \$19.18/hr	Median: \$12.00/hr
Exp'd/After 3 Years:	\$8.63 to \$23.97/hr	Median: \$14.00/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: Almost all employers provide medical insurance. Most also provide a paid vacation and dental insurance. Many provide a retirement plan. Some provide life insurance and vision insurance.

Hours: Most jobs are 35-67 hours per week. Some jobs are seasonal, ranging from 30-47 hours per week.

Training, Experience, and Other Requirements

License: A commercial drivers license is required for this occupation, although some employers provide the necessary training and preparation to acquire the license; contact the Department of Motor Vehicles Commercial Driving License Office at 916-657-5771 for licensing information.

Education: Almost all recent hires have completed a high school level education.

Experience: Most employers require 6-36 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Refer to the training directory for information on related programs offered by:

Pro Driver Training; Santa Cruz Adult School; Truck Driver Institute

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be high (30-39%). This turnover rate does not include seasonal employment.

Size of Occupation

Very Large. There are approximately 885-1,080 heavy truck drivers currently employed in Santa Cruz County. Local surveys indicate about 5% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 10-20 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of truckdrivers is expected to increase about as fast as the average for all occupations through the year 2008 as the economy grows and the amount of freight carried by trucks increases.

Other Information

Where the Jobs Are: Trucking firms, wholesalers, and food/beverage distributors. Nationally, about 9% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees. Some fill openings by hiring unsolicited applicants, referrals from public and private schools, and/or through in-house promotion or transfer.

Career Path: Promotions may lead to dispatcher or supervisory positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.66)
- Knowledge of various methods for describing the location and distribution of land, sea, and air masses including their physical locations, relationships, and characteristics (3.83)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.16)

Skills:

- Controlling operations of equipment or systems (3.33)
- Performing routine maintenance and determining when and what kind of maintenance is needed (2.83)
- Watching gauges, dials, or other indicators to make sure a machine is working properly (2.50)
- Understanding written sentences and paragraphs in work related documents (2.50)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.50)

Abilities:

- The ability to exert maximum muscle force to lift, push, pull, or carry objects (4.33)
- The ability to quickly respond (with the hand, finger, or foot) to one signal (sound, light, picture, etc.) when it appears (4.16)
- The ability to know one's location in relation to the environment, or to know where other objects are in relation to one's self (4.16)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 416 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Waiters and Waitresses

Also known as servers.

Waiters and waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Does not include workers who only work at counters (OES 650080).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$5.75/hr	Median: \$5.75/hr
New Hires/Exp'd:	\$5.75 to \$9.00/hr	Median: \$5.75/hr
Exp'd/After 3 Years:	\$5.75 to \$13.00/hr	Median: \$5.75/hr

These wages do not include tips.

Benefits: Few employers provide benefits for full-time or part-time employees.

Hours: Most jobs are 12-30 hours per week. Some jobs are 35-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all recent hires have completed some college.

Experience: Most employers require 6-48 months of prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is somewhat difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very Large. There are approximately 1,720-2,100 waiters and waitresses currently employed in Santa Cruz County. Local surveys indicate about 50% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. About 90-110 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Job openings are expected to be abundant for food and beverage service workers. Employment of food and beverage service occupations is expected to grow about as fast as the average for all occupations through 2008, stemming from increases in population, personal incomes, and leisure time. While employment growth will produce many new jobs, the overwhelming majority of openings will arise from the need to replace the high proportion of workers who leave this occupation each year.

Other Information

Where the Jobs Are: Eating and drinking establishments. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring referrals from employees. Some also recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants.

Career Path: Promotions may lead to supervisory or management positions.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (5.00)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.33)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.16)

Skills:

- Actively looking for ways to help people (4.66)
- Listening to what other people are saying and asking questions as appropriate (4.50)
- Talking to others to effectively convey information (4.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.66)
- Being aware of others' reactions and understanding why they react the way they do (3.50)
- Using mathematics to solve problems (2.83)
- Inspecting and evaluating the quality of products (2.50)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.66)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.16)
- The ability to remember information such as words, numbers, pictures, and procedures (4.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 1998: 15 employers surveyed representing 314 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Training Directory

Bethany College of the Assemblies of God

Address: 800 Bethany Drive, Scotts Valley, CA 95066

Phone: 800-843-9410 Fax: 831-461-1533

Website: <http://www.bethany.edu>

Email: info@bethany.edu

Multiple Training Site Locations? Yes

Years in Operation: 81

Accreditation: Accrediting Commission for Senior Colleges and Universities, Western Assoc. of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	Yes
Distance Learning:	Yes	Short-Term Classes:	No

Degree Programs Offered

Addiction Studies (Bachelor)
Applied Ministries (Bachelor)
Biblical and Theological Studies (Bachelor)
Business (Associate)
Business (Bachelor)
Church Leadership (Bachelor)
Church Ministries (Associate)
Church Ministries (Bachelor)
Early Child Development (Associate)
Early Child Development (Bachelor)
Education (Master)
English (Bachelor)
General Ministries (Associate)
General Ministries (Bachelor)
General Studies (Associate)
Interdisciplinary Studies (Bachelor)
Liberal Arts (Bachelor)
Liberal Studies (Bachelor)
Multicultural Studies (Bachelor)
Music (Bachelor)
Pastoral Psychology (Bachelor)
Psychology (Bachelor)
Social Sciences (Bachelor)

Teacher Education (Credential)
Teacher Education (Master)
Theater (Associate)
Theater (Bachelor)

Certificate Programs Offered

Addiction Studies

Occupational Objective(s): *Counselors - Drug and Alcohol, Residential Counselors*
Approximate Cost to Complete: \$5,585
Average Time to Complete: 10 months (500 hours)
Self-Paced Learning? Yes
Program Entry Requirements: 18 years or older, christian, 12 months clean and sober

TOESL

Occupational Objective(s): *Teachers - Elementary School, Teachers - Secondary School*
Approximate Cost to Complete: Call for information
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: Call for information

Cabrillo College

Address: 6500 Soquel Drive, Aptos, CA 95003

Phone: 831-479-6213 Fax: 831-479-5092

Website: <http://www.cabrillo.cc.ca.us>

Multiple Training Site Locations? No

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Degree Programs Offered

Account Clerk
Accounting/Finance
Administrative Assistant
American Studies
Anthropology
Applied Living Arts/Family Life
Archaeological Technology
Art (Studio)
Art History
Asian Studies
Astronomy
Bilingual Bicultural Studies
Biology
Building Inspection
Business (General)
Chemistry
Chinese (Mandarin)
Computer Science
Construction & Energy Management
Corrections
Culinary Arts & Hospitality Management
Dance
Dental Hygiene
Desktop Publishing
Early Childhood Education
Economics

Engineering
Engineering Technology
English
Fire Technology
Foster Parent
French
General & Crop Production
General Science
Geography
Geology
German
Health Science/Community Health
History
International Studies
Italian
Japanese
Journalism
Landscape Horticulture
Law Enforcement
Liberal Arts
Library Science (General)
Mathematics (General)
Medical Assistant
Medical Transcription
Microcomputer Management
Multimedia
Music
Nursing (Associate Degree)
Office Assistant
Philosophy
Physical Education
Physics
Political Science
Psychology
Radiologic Technology
Real Estate
Recreation Assistant
Small Business
Social Sciences
Sociology
Spanish
Speech Communications
Theatre Arts
Women's Studies

Cabrillo College – continued

Certificate Programs Offered

Account Clerk

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years old or high school graduate/GED

Accounting/Finance

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years old or high school graduate/GED

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years old or high school graduate/GED

Archaeological Technology

Occupational Objective(s): *Archaeological Technologists*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years old or high school graduate/GED

Architecture Drafting

Occupational Objective(s): *Drafters/CAD Operators*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years old or high school graduate/GED

Building Inspection

Occupational Objective(s): *Construction and Building Inspectors*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years old or high school graduate/GED

Business (General)

Occupational Objective(s): *Business Related Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years old or high school graduate/GED

Civil Survey Drafting

Occupational Objective(s): *Drafters/CAD Operators, Surveying and Mapping Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Computer Aided Drafting

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Computer Animation

Occupational Objective(s): *Computer Animators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Construction & Energy Management

Occupational Objective(s): *Construction Managers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Culinary Arts & Hospitality Management

Occupational Objective(s): *Cooks and Chefs, Hosts and Hostesses*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Desktop Publishing

Occupational Objective(s): *Desktop Publishing Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Early Childhood Education

Occupational Objective(s): *Child Care Workers/Providers, Teachers - Preschool*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Cabrillo College – continued

EKG Technician

Occupational Objective(s): *Radiologic Technologists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Engineering Technology

Occupational Objective(s): *Civil Engineering Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Entry Level Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Fire Technology

Occupational Objective(s): *Fire Fighters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Foster Parent

Occupational Objective(s): *Foster Parenting*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Greenhouse Design & Management

Occupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Journalism

Occupational Objective(s): *Journalists, Writers and Editors*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Landscape Maintenance

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Medical Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Medical Insurance Specialist

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Medical Transcription

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Microcomputer Management

Occupational Objective(s): *Computer Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Multimedia

Occupational Objective(s): *Multimedia Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Nursing (Vocational)

Occupational Objective(s): *Licensed Vocational Nurses*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Cabrillo College – continued

Office Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Phlebotomy Technician

Occupational Objective(s): *Phlebotomists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Real Estate

Occupational Objective(s): *Real Estate Agents*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Small Business

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Vocational Gardening

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Welding

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years old or high school graduate/GED

Center for Employment Training

Address: 10 Blanca Lane, Watsonville, CA 95076

Phone: 831-728-4551 Fax: 831-728-1659

Email: sepuede@surfnetusa.com

Multiple Training Site Locations? Yes

Years in Operation: 27

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	No	GED Assistance:	Yes
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Automated Office Skills

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$6,492

Average Time to Complete: 35 weeks (810 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older

Building Maintenance

Occupational Objective(s): *Maintenance Repairers - General Utility*

Approximate Cost to Complete: \$6,958

Average Time to Complete: 26 weeks (900 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older

Custodial Services

Occupational Objective(s): *Janitors/Custodians*

Approximate Cost to Complete: \$6,026

Average Time to Complete: 21 weeks (720 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older

Electronic Assembly

Occupational Objective(s): *Electrical and Electronic Assemblers*

Approximate Cost to Complete: \$5,560

Average Time to Complete: 18 weeks (630 hours)

Self-Paced Learning? No

Program Entry Requirements: 17 years or older

Center for Employment Training – continued

Machine Tool Operator

Occupational Objective(s): *Machinists*

Approximate Cost to Complete: \$6,958

Average Time to Complete: 26 weeks (900 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older

Welding Fabrication

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$6,958

Average Time to Complete: 26 weeks (900 hours)

Self-Paced Learning? No

Program Entry Requirements: 17 years or older

Computer Trainers

Address: 200 Washington Street, Suite 107, Santa Cruz, CA 95060

Phone: 831-457-8007 Fax: 831-457-8077

Website: <http://www.computertrainers-ca.com>

Email: comptran@computertrainers-ca.com

Multiple Training Site Locations? Yes

Years in Operation: 10

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Computer Operations

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,410

Average Time to Complete: 18 weeks (360 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years old and high school graduate/GED

Computerized Administration

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$2,940

Average Time to Complete: 12 weeks (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years old and high school graduate/GED

Computerized Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$3,920

Average Time to Complete: 16 weeks (320 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years old and high school graduate/GED

Computerized General Office

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,920

Average Time to Complete: 16 weeks (320 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years old and high school graduate/GED

Computer Trainers – continued

Computerized Medical Reception

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: \$3,920

Average Time to Complete: 16 weeks (320 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years old and high school graduate/GED

Microsoft Office

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$1,960

Average Time to Complete: 8 weeks (160 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years old and high school graduate/GED

Emergency Training Services

Address: 3050 Paul Sweet Road, Santa Cruz, CA 95065

Phone: 831-476-8813 Fax: 831-477-4914

Website: <http://www.emergencytraining.com>

Email: info@emergencytraining.com

Multiple Training Site Locations? Yes

Years in Operation: 15

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Emergency Medical Technician I

Occupational Objective(s): *Emergency Medical Technicians*

Approximate Cost to Complete: \$435

Average Time to Complete: 3-6 months (114 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

First Responder

Occupational Objective(s): *Emergency Medical Technicians*

Approximate Cost to Complete: \$177 for adults, \$1,102 high school students

Average Time to Complete: 5-11 weeks (44 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Hazwoper Refresher

Occupational Objective(s): *Hazardous Materials Related Occupations*

Approximate Cost to Complete: \$100

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, possess Hazwoper certificate

Paramedic

Occupational Objective(s): *Paramedics*

Approximate Cost to Complete: \$8,000

Average Time to Complete: 9-18 months (1,940 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, possess EMT certificate

Institute for Educational Therapy

Address: 3912 Portola Drive, Suite 10, Santa Cruz, CA 95062

Phone: 831-457-1207 Fax: 831-457-1207

Website: <http://www.iet.org>

Email: ietsc@cruzers.com

Multiple Training Site Locations? Yes

Years in Operation: 7

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Culinary Arts

Occupational Objective(s): *Bakers, Cooks and Chefs*

Approximate Cost to Complete: \$4,985

Average Time to Complete: 5 months (450 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Diet Counselor

Occupational Objective(s): *Dietetic Technicians*

Approximate Cost to Complete: \$1,925

Average Time to Complete: 6 months (200 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Nutrition Consultant

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$3,245

Average Time to Complete: 12 months (350 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, completion of Nutrition Educator program

Nutrition Educator

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$1,925

Average Time to Complete: 6 months (200 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, completion of Diet Counselor program

Nutrition Intern

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$500

Average Time to Complete: 10 weeks (50 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, completion of Nutrition Consultant program

New Horizons Computer Learning Center of Santa Cruz

Address: 1414 Soquel Avenue, Suite 100, Santa Cruz, CA 95062

Phone: 831-458-3400 Fax: 831-458-3700

Website: <http://www.newhorizonssantacruz.com>

Email: steve.prevost@newhorizons.com

Multiple Training Site Locations? Yes

Years in Operation: 2

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Integrated Office Specialist

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$2,700

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Integrated Office Specialist Plus

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,000

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

MCSE 2000

Occupational Objective(s): *Computer Network Administrators, Computer Network Engineers*

Approximate Cost to Complete: \$10,500

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

MCSE NT 4.0

Occupational Objective(s): *Computer Network Administrators, Computer Network Engineers*

Approximate Cost to Complete: \$6,900

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

MCSE NT 4.0 & A+

Occupational Objective(s): *Computer Service Technicians*
Approximate Cost to Complete: \$8,500
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Microsoft Certified Systems Engineer

Occupational Objective(s): *Computer Network Administrators, Computer Network Engineers*
Approximate Cost to Complete: \$8,300
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Microsoft Certified Systems Engineer & A+

Occupational Objective(s): *Computer Network Administrators, Computer Network Engineers, Computer Support Specialists*
Approximate Cost to Complete: \$9,900
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Microsoft Office User Specialist

Occupational Objective(s): *Secretarial/Administrative Support Occupations*
Approximate Cost to Complete: \$2,809
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Nhipp Web Design Track

Occupational Objective(s): *Webmasters*
Approximate Cost to Complete: \$8,000
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Pro Driver Training

Address: 1660 W. Beach Street, Watsonville, CA 95076

Phone: 831-722-1300 Fax: 831-722-9084

Multiple Training Site Locations? No

Years in Operation: 6

Accreditation: Commercial Vehicle Training Association

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Truck Driver Training - Class A

Occupational Objective(s): *Truck Drivers - Heavy/Tractor-Trailer*

Approximate Cost to Complete: \$3,989

Average Time to Complete: 4 weeks (182 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, good DMV driving record, pass physical exam

Truck Driver Training - Class B

Occupational Objective(s): *Truck Drivers - Light*

Approximate Cost to Complete: \$1,950

Average Time to Complete: 2 1/2 weeks (88 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, good DMV driving record, pass physical exam

Santa Cruz Adult School

Address: 2931 Mission Street, Santa Cruz, CA 95060

Phone: 831-429-3966 Fax: 831-429-3061

Website: <http://www.adulted.santacruz.k12.ca.us>

Email: scas@scs.santacruz.k12.ca.us

Multiple Training Site Locations? Yes

Years in Operation: 50+

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	Yes
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Computer Learning Program

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: No fee

Average Time to Complete: 18 weeks (70 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Truck Driver Training

Occupational Objective(s): *Truck Drivers - Heavy/Tractor-Trailer, Truck Drivers - Light*

Approximate Cost to Complete: \$30

Average Time to Complete: 1 month (40 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Santa Cruz County Regional Occupational Program (ROP)

Address: 809-H Bay Avenue, Capitola, CA 95010

Phone: 831-479-5333 Fax: 831-462-6457

Website: <http://www.rop.santacruz.k12.ca.us>

Email: rop@santacruz.k12.ca.us

Multiple Training Site Locations? Yes

Years in Operation: 31

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Administration of Justice

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Ag Production

Occupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Agribusiness

Occupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Athletic Team Coach

Occupational Objective(s): *Instructors/Coaches - Sports/Physical Training*

Approximate Cost to Complete: Call for information

Average Time to Complete: 8 hours

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Business Management

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Business Office Management

Occupational Objective(s): *Business Related Occupations, Office Managers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Business Office/Financial Occupations

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Cabinetry

Occupational Objective(s): *Cabinetmakers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Careers with Children

Occupational Objective(s): *Child Care Workers/Providers, Teachers - Preschool*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Santa Cruz County ROP – continued

CHP Explorer Program

Occupational Objective(s): *Law Enforcement Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Cisco Networking Academy Year 1

Occupational Objective(s): *Computer Network Administrators*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Cisco Networking Academy Year 2

Occupational Objective(s): *Computer Network Administrators*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: Completion of Cisco Networking Academy Year 1 program

Community Service Officer

Occupational Objective(s): *Law Enforcement Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 1 semester
Self-Paced Learning? No
Program Entry Requirements: Completion of Administration of Justice program

Computer Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Applications/Operations

Occupational Objective(s): *Secretarial/Administrative Support Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Art in Video

Occupational Objective(s): *Graphic Art Technicians, Multimedia Related Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: Member of Watsonville Video Academy

Computer Graphics

Occupational Objective(s): *Graphic Art Technicians*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Repair

Occupational Objective(s): *Computer Service Technicians*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Repair/Networking

Occupational Objective(s): *Computer Network Technicians*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Construction Technology

Occupational Objective(s): *Carpenters, Construction Related Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Cosmetology, Nail Care, and Cosmetician

Occupational Objective(s): *Hairstylists, Manicurists*
Approximate Cost to Complete: Call for information
Average Time to Complete: 1,600 hours
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Dental Assistant

Occupational Objective(s): *Dental Assistants*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Santa Cruz County ROP – continued

Dental Reception

Occupational Objective(s): *Receptionists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Dental X-Ray

Occupational Objective(s): *Dental Lab Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: Completion of Dental Assistant program, currently employed

Desktop Publishing

Occupational Objective(s): *Desktop Publishing Specialists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

DTP/Web Publishing

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Emergency Medical Services

Occupational Objective(s): *Emergency Medical Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call ETS at 831-476-8813 for information

Engine Performance

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Engine Repair

Occupational Objective(s): *Automotive Mechanics*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Fabrication/Metals

Occupational Objective(s): *Metal Fabricators, Welders and Cutters*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

First Responder

Occupational Objective(s): *Emergency Medical Technicians*
Approximate Cost to Complete: Call for information
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: Call ETS at 831-476-8813 for information

Florist & Greenhouse Occupations

Occupational Objective(s): *Agricultural Related Occupations, Floral Designers*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Graphic Arts

Occupational Objective(s): *Graphic Art Technicians*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

High School Police Academy

Occupational Objective(s): *Law Enforcement Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 1 semester
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older)

Landscape

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Santa Cruz County ROP – continued

Landscape Design/Management

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Medical Assistant 1

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: Call for information

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Medical Assistant 2

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: Completion of Medical Assistant I program

Medical Occupations

Occupational Objective(s): *Healthcare Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older)

Microsoft Office 98

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

MOUS Certification

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Nurse Assistant Pre-Certification

Occupational Objective(s): *Home Health Aides, Nurse Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 150 hours

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Photo Technology

Occupational Objective(s): *Photo Lab Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Public Safety Academy

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older)

Quick Start Computer Training

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 hours per module

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Recreation Occupations

Occupational Objective(s): *Recreation Workers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Retail Merchandising

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Sports Related Occupations

Occupational Objective(s): *Instructors/Coaches - Sports/Physical Training*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Santa Cruz County ROP – continued

Stage Craft

Occupational Objective(s): *Theater Arts Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Veterinary Assistant

Occupational Objective(s): *Veterinary Assistants*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Video Broadcasting

Occupational Objective(s): *TV/Video Production Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: Member of Watsonville Video Academy

Video Production

Occupational Objective(s): *TV/Video Production Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Web Design

Occupational Objective(s): *Graphic Art Technicians, Webmasters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Web Publishing

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Shoreline Occupational Services - Division of Goodwill Industries

Address: 350 Encinal Street, Santa Cruz, CA 95060

Phone: 831-429-6415 Fax: 831-423-8968

Website: <http://www.scgoodwill.org>

Email: sostracys@aol.com

Multiple Training Site Locations? Yes

Years in Operation: 72

Accreditation: Commission on Accreditation of Rehabilitation Facilities

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Computerized Bookkeeping & Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: Call for information

Average Time to Complete: 20-24 weeks (650 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Medical Front Office

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: Call for information

Average Time to Complete: 20-24 weeks (650 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Office Skills

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 20-24 weeks (650 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Retail Occupations

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: Call for information

Average Time to Complete: 8-12 weeks (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

the SPOT! Computer Software Training Institute

Address: 595 Auto Center Drive, Watsonville, CA 95076

Phone: 831-768-1825 Fax: 831-768-1864

Website: <http://www.thespotinc.com>

Email: info@thespotinc.com

Multiple Training Site Locations? Yes

Years in Operation: 1

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

A+ Certification Training

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: \$1,995

Average Time to Complete: 8 weeks (96 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Computer Office Management

Occupational Objective(s): *Office Managers, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$1,656

Average Time to Complete: 6 weeks (72 hours)

Self-Paced Learning? No

Program Entry Requirements: Knowledge of Windows 98, Word, and Excel

Computer Training (English & Spanish)

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$145-\$198 per class

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Desktop Publishing

Occupational Objective(s): *Desktop Publishing Specialists*

Approximate Cost to Complete: \$1,995

Average Time to Complete: 7 weeks (84 hours)

Self-Paced Learning? No

Program Entry Requirements: Knowledge of Word

General Office Computer Proficiency

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$998

Average Time to Complete: 4 weeks (48 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Quickbooks

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$225-\$450

Average Time to Complete: 1-14 days (6-12 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Timeslips

Occupational Objective(s): *Billing Clerks*

Approximate Cost to Complete: \$198-\$345

Average Time to Complete: 1 day (3-6 hours)

Self-Paced Learning? No

Program Entry Requirements: Knowledge of Windows 98

Website Development

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$1,995

Average Time to Complete: 6 weeks (78 hours)

Self-Paced Learning? No

Program Entry Requirements: Knowledge of Windows 98 and Word

Truck Driver Institute

Address: 1150 Main Street, Suite 8, Watsonville, CA 95076

Phone: 831-724-6100 Fax: 831-724-6294

Multiple Training Site Locations? Yes

Years in Operation: 6

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Truck Driver Training

Occupational Objective(s): *Truck Drivers - Heavy/Tractor-Trailer*

Approximate Cost to Complete: \$3,538

Average Time to Complete: 5 weeks (180 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

United Flight Services

Address: 120 Aviation Way, Watsonville, CA 95076

Phone: 831-722-4155

Multiple Training Site Locations? No

Years in Operation: 33

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Private Pilot - Airplane License

Occupational Objective(s): *Aircraft Pilots*

Approximate Cost to Complete: \$5,000-\$6,000

Average Time to Complete: 55-65 hours

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Private Pilot - Instrument Rating

Occupational Objective(s): *Aircraft Pilots*

Approximate Cost to Complete: \$5,000-\$6,000

Average Time to Complete: 55-65 hours

Self-Paced Learning? Yes

Program Entry Requirements: Possession of private pilot's license

University of California, Santa Cruz

Address: 1156 High Street, Santa Cruz, CA 95064

Phone: 831-459-4008 Fax: 831-459-4452

Website: <http://www.ucsc.edu>

Email: admissions@cats.ucsc.edu

Multiple Training Site Locations? Yes

Years in Operation: 35

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	No

Degree Programs Offered

American Studies (Undergraduate)
Anthropology (Undergraduate and Graduate)
Art (Undergraduate)
Art History (Undergraduate)
Astronomy and Astrophysics (Undergraduate and Graduate)
Biochemistry and Molecular Biology (Undergraduate)
Biology (Undergraduate and Graduate)
Business Management Economics (Undergraduate)
Chemistry and Biochemistry (Undergraduate and Graduate)
Chinese (Undergraduate)
Classical Studies (Undergraduate)
Communication and Rhetoric (Undergraduate)
Community Studies (Undergraduate)
Computer Engineering (Undergraduate and Graduate)
Computer Science (Undergraduate and Graduate)
Earth Sciences (Undergraduate and Graduate)
East Asian Studies (Undergraduate)
Economics (Undergraduate and Graduate)
Education (Undergraduate and Graduate)
Electrical Engineering (Undergraduate)
Engineering (Undergraduate)
Environmental Studies (Undergraduate and Graduate)
Environmental Toxicology (Graduate)
Ethnic Studies (Undergraduate)
Film and Digital Media (Undergraduate)
French (Undergraduate)

German (Undergraduate)
German Studies (Undergraduate)
Global Economics (Undergraduate)
Hebrew (Undergraduate)
History (Undergraduate and Graduate)
History of Consciousness (Graduate)
Information Systems Management (Undergraduate)
Italian (Undergraduate)
Italian Studies (Undergraduate)
Japanese (Undergraduate)
Jewish Studies (Undergraduate)
Journalism (Undergraduate)
Language Studies (Undergraduate)
Latin American and Latino Studies (Undergraduate)
Legal Studies (Undergraduate)
Linguistics (Undergraduate and Graduate)
Literature (Undergraduate and Graduate)
Marine Biology (Undergraduate)
Marine Sciences (Graduate)
Mathematics (Undergraduate and Graduate)
Medieval Studies (Undergraduate)
Molecular, Cellular, and Developmental Biology (Undergraduate)
Music (Undergraduate and Graduate)
Ocean Sciences (Graduate)
Philosophy (Undergraduate)
Physics (Undergraduate and Graduate)
Politics (Undergraduate and Graduate)
Portugese (Undergraduate)
Psychobiology (Undergraduate)
Psychology (Undergraduate and Graduate)
Religious Studies (Undergraduate)
Russian Studies (Undergraduate)
School of Engineering (Undergraduate)
Science Communication (Graduate)
Sociology (Undergraduate and Graduate)
South and Southeast Asian Studies (Undergraduate)
Spanish and Spanish for Spanish Speakers (Undergraduate)
Theater Arts (Undergraduate and Graduate)
Western Civilization (Undergraduate)
Women's Studies (Undergraduate)
Writing (Undergraduate)

University of California, Santa Cruz – continued

Certificate Programs Offered

Science Illustration

Occupational Objective(s): *Science Related Occupations*
Approximate Cost to Complete: \$5,190-\$15,623
Average Time to Complete: 12 months (1,012 hours)
Self-Paced Learning? No
Program Entry Requirements: Call for information

Science Writing

Occupational Objective(s): *Science Related Occupations*
Approximate Cost to Complete: \$5,190-\$15,623
Average Time to Complete: 1 year (952 hours)
Self-Paced Learning? No
Program Entry Requirements: Call for information

Theater Arts

Occupational Objective(s): *Theater Arts Related Occupations*
Approximate Cost to Complete: \$5,190-\$15,623
Average Time to Complete: 12 months (1,440 hours)
Self-Paced Learning? Yes
Program Entry Requirements: Call for information

University of California, Santa Cruz Extension

Address: 1101 Pacific Avenue, Suite 200, Santa Cruz, CA 95060

Phone: 831-427-6600 Fax: 831-421-0344

Website: <http://www.ucsc-extension.edu>

Email: bspencer@ucsc-extension.edu

Multiple Training Site Locations? Yes

Years in Operation: 36

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Accounting

Occupational Objective(s): *Accountants and Auditors*

Approximate Cost to Complete: \$2,300

Average Time to Complete: 160 hours

Self-Paced Learning? Yes

Program Entry Requirements: Good understanding of math

Alcohol and Drug Studies

Occupational Objective(s): *Counselors - Drug and Alcohol*

Approximate Cost to Complete: \$2,000

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: College degree

Alternative Dispute Resolution

Occupational Objective(s): *Mediators and Negotiators*

Approximate Cost to Complete: \$2,640

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: None

Business Administration

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$3,500

Average Time to Complete: 195 hours

Self-Paced Learning? Yes

Program Entry Requirements: Knowledge of basic algebra

University of California, Santa Cruz Extension – continued

C Language Programming

Occupational Objective(s): *Computer Database Administrators, Computer Programmers, Webmasters*

Approximate Cost to Complete: \$3,500-\$4,000

Average Time to Complete: 240 hours

Self-Paced Learning? Yes

Program Entry Requirements: College mathematics, computer programming experience

Certified Bookkeeper Program

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$905

Average Time to Complete: 85 hours

Self-Paced Learning? Yes

Program Entry Requirements: None

Database Systems and Concepts

Occupational Objective(s): *Computer Database Administrators*

Approximate Cost to Complete: \$3,500-\$4,000

Average Time to Complete: 180 hours

Self-Paced Learning? Yes

Program Entry Requirements: Knowledge of computer programming in C, C++, or Java

Early Childhood Education

Occupational Objective(s): *Teachers - Preschool*

Approximate Cost to Complete: \$1,700

Average Time to Complete: 230 hours

Self-Paced Learning? Yes

Program Entry Requirements: Associate degree preferred

E-Business

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$2,000-\$2,500

Average Time to Complete: 155 hours

Self-Paced Learning? Yes

Program Entry Requirements: Computer/Internet experience

E-Commerce Engineering

Occupational Objective(s): *Information Systems/Technology Occupations*

Approximate Cost to Complete: \$3,500-\$4,000

Average Time to Complete: 180 hours

Self-Paced Learning? Yes

Program Entry Requirements: Web/Internet experience, computer network experience

Environmental Safety and Health Management

Occupational Objective(s): *Hazardous Materials Management Occupations*

Approximate Cost to Complete: \$5,000

Average Time to Complete: 370 hours

Self-Paced Learning? Yes

Program Entry Requirements: Knowledge of chemistry

Graphic Design and Visual CommunicationOccupational Objective(s): *Graphic Designers*

Approximate Cost to Complete: \$5,000-\$6,300

Average Time to Complete: 500 hours

Self-Paced Learning? Yes

Program Entry Requirements: Macintosh OS and Photoshop experience

Graphic ProductionOccupational Objective(s): *Graphic Art Technicians*

Approximate Cost to Complete: \$3,000-\$3,500

Average Time to Complete: 295 hours

Self-Paced Learning? Yes

Program Entry Requirements: Macintosh OS and Photoshop experience

Hazardous Materials ManagementOccupational Objective(s): *Hazardous Materials Management Occupations*

Approximate Cost to Complete: \$3,000

Average Time to Complete: 210 hours

Self-Paced Learning? Yes

Program Entry Requirements: Knowledge of chemistry

Human Resource ManagementOccupational Objective(s): *Personnel/Human Resources Managers*

Approximate Cost to Complete: \$2,750-\$3,250

Average Time to Complete: 180-220 hours

Self-Paced Learning? Yes

Program Entry Requirements: Human Resources experience

Human Services in CounselingOccupational Objective(s): *Human Service Workers*

Approximate Cost to Complete: \$2,500-\$2,750

Average Time to Complete: 180 hours

Self-Paced Learning? Yes

Program Entry Requirements: Listening and communication skills

Information Technology Systems SpecialistOccupational Objective(s): *Computer Systems Analysts, Information Systems/Technology Occupations*

Approximate Cost to Complete: \$5,000-\$6,500

Average Time to Complete: 540 hours

Self-Paced Learning? Yes

Program Entry Requirements: None

Interior Design AssistantOccupational Objective(s): *Interior Designers*

Approximate Cost to Complete: \$2,000-\$2,500

Average Time to Complete: 240 hours

Self-Paced Learning? Yes

Program Entry Requirements: None

University of California, Santa Cruz Extension – continued

Multimedia Engineering and Programming

Occupational Objective(s): *Multimedia Related Occupations*

Approximate Cost to Complete: \$3,800-\$4,200

Average Time to Complete: 230 hours

Self-Paced Learning? Yes

Program Entry Requirements: College math, computer programming experience

Object-Oriented Programming Using C++

Occupational Objective(s): *Computer Programmers*

Approximate Cost to Complete: \$4,000

Average Time to Complete: 210 hours

Self-Paced Learning? Yes

Program Entry Requirements: Computer programming experience

Object-Oriented Programming Using Java

Occupational Objective(s): *Computer Programmers*

Approximate Cost to Complete: \$4,000

Average Time to Complete: 210 hours

Self-Paced Learning? Yes

Program Entry Requirements: Computer programming experience

Occupational Safety and Health Management

Occupational Objective(s): *Occupational Safety/Health Management Occupations*

Approximate Cost to Complete: \$3,000

Average Time to Complete: 220 hours

Self-Paced Learning? Yes

Program Entry Requirements: Analytical skills, attention to detail, communication skills

Paralegal Studies

Occupational Objective(s): *Paralegals, Secretaries - Legal*

Approximate Cost to Complete: \$2,500-\$3,000

Average Time to Complete: 320 hours

Self-Paced Learning? Yes

Program Entry Requirements: Bachelor degree, associate degree w/work exp., or 2 yrs. law office exp.

Personal Financial Planning

Occupational Objective(s): *Financial Managers*

Approximate Cost to Complete: \$2,750-\$3,000

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: Accounting background

Project and Program Management

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$4,500

Average Time to Complete: 270 hours

Self-Paced Learning? Yes

Program Entry Requirements: Analytical skills, attention to detail, communication skills

Software Engineering and Management

Occupational Objective(s): *Computer Network Engineers, Computer Programmers*

Approximate Cost to Complete: \$3,000-\$3,500

Average Time to Complete: 145 hours

Self-Paced Learning? Yes

Program Entry Requirements: College mathematics, computer programming experience

Training and Human Resource Development

Occupational Objective(s): *Personnel/Human Resources Managers*

Approximate Cost to Complete: \$2,750-\$3,000

Average Time to Complete: 150 hours

Self-Paced Learning? Yes

Program Entry Requirements: None

UNIX System Management and Administration

Occupational Objective(s): *Computer Network Administrators*

Approximate Cost to Complete: \$3,500-\$4,000

Average Time to Complete: 240 hours

Self-Paced Learning? Yes

Program Entry Requirements: College mathematics, UNIX programming experience

Web and Interactive Media Design

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$5,000-\$6,300

Average Time to Complete: 300 hours

Self-Paced Learning? Yes

Program Entry Requirements: Macintosh OS and Photoshop experience

Windows Application and System Programming

Occupational Objective(s): *Computer Network Administrators, Computer Network Engineers*

Approximate Cost to Complete: \$3,500-\$4,000

Average Time to Complete: 180 hours

Self-Paced Learning? Yes

Program Entry Requirements: Knowledge of computer programming in C or C++

Watsonville - Aptos Adult School

Address: 294 Green Valley Road, Watsonville, CA 95076

Phone: 831-786-2160 Fax: 831-786-2193

Website: <http://www.watsonvilleaptosadulthoodschool.edcruz.org>

Email: adulthood@pvusd.k12.ca.us

Multiple Training Site Locations? Yes

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	No	GED Assistance:	Yes
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Nurse Assistant I - Certified

Occupational Objective(s): *Home Health Aides, Nurse Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Nurse Assistant II/Acute Care

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Office Skills Training

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Offset Press Operator

Occupational Objective(s): *Printing Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Wayne's College of Beauty

Address: 189 Walnut Ave., Santa Cruz, CA 95060

Phone: 831-423-5806 Fax: 831-423-9176

Multiple Training Site Locations? Yes

Years in Operation: 25

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$4,375

Average Time to Complete: 10 months (1,600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years old and high school graduate/GED

Nail Care

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$1,425

Average Time to Complete: 10 weeks (400 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years old and high school graduate/GED

Westside School of Travel

Address: 1320 Mission Street, Suite 5, Santa Cruz, CA 95060-3500

Phone: 831-458-1511 Fax: 831-458-1513

Website: <http://www.westsidetravel.com>

Email: school@westsidetravel.com

Multiple Training Site Locations? Yes

Years in Operation: 1

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Travel Agent

Occupational Objective(s): *Travel Agents*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Worldwide Educational Services

Address: 1986 Main Street, Watsonville, CA 95076

Phone: 831-722-9888 Fax: 831-722-9891

Website: <http://www.wesoc.com>

Email: wesoc@ix.netcom.com

Multiple Training Site Locations? Yes

Years in Operation: 25

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	Yes
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Accounting/Bookkeeping I & II

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$3,710-\$4,677

Average Time to Complete: 480-630 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Administrative Assistant/Office Manager I, II, & III

Occupational Objective(s): *Office Managers, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,685-\$5,780

Average Time to Complete: 360-630 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

CATV Installer/Technician

Occupational Objective(s): *Telecommunications Technicians*

Approximate Cost to Complete: \$3,200

Average Time to Complete: 300 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Computer Graphics Applications

Occupational Objective(s): *Graphic Art Technicians, Graphic Designers*

Approximate Cost to Complete: \$3,375

Average Time to Complete: 200 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Worldwide Educational Services – continued

Computer Office Applications/Computer Terminal Operator

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$2,300

Average Time to Complete: 160 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Computerized Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$3,710

Average Time to Complete: 480 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Construction Management/Estimation

Occupational Objective(s): *Construction Managers, Cost Estimators*

Approximate Cost to Complete: \$3,925

Average Time to Complete: 300 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Customer Service/Cashiering & Retail

Occupational Objective(s): *Cashiers, Salespersons - Retail*

Approximate Cost to Complete: \$3,350

Average Time to Complete: 300 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Customer Service/Travel & Convention Hospitality

Occupational Objective(s): *Hosts and Hostesses*

Approximate Cost to Complete: \$2,275

Average Time to Complete: 200 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Customer Service/Warehousing & Inventory Control

Occupational Objective(s): *Forklift/Industrial Truck Operators*

Approximate Cost to Complete: \$2,525

Average Time to Complete: 225 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Data Entry/Office Clerk

Occupational Objective(s): *Data Entry Keyers, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,590

Average Time to Complete: 480 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Desktop Publishing

Occupational Objective(s): *Desktop Publishing Specialists*

Approximate Cost to Complete: \$2,700

Average Time to Complete: 160 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Electronics Assembly/Soldering

Occupational Objective(s): *Electrical and Electronic Assemblers*

Approximate Cost to Complete: \$2,210

Average Time to Complete: 210 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

FASTRACK Communications Electronics

Occupational Objective(s): *TV/Radio Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 30-80 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

FASTRACK Computer Skills

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

General Office Clerk I & II

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,590-\$4,543

Average Time to Complete: 480-610 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Human Resources Assistant/Office Manager

Occupational Objective(s): *Personnel/Human Resources Assistants*

Approximate Cost to Complete: \$3,950

Average Time to Complete: 360 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Legal Secretary I & II

Occupational Objective(s): *Secretaries - Legal*

Approximate Cost to Complete: \$3,665-\$5,525

Average Time to Complete: 390-600 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Worldwide Educational Services – continued

Management Trainee - Sales/Service

Occupational Objective(s): *Business Related Occupations*
Approximate Cost to Complete: \$3,095
Average Time to Complete: 300 hours
Self-Paced Learning? Yes
Program Entry Requirements: 21 years or older

Medical Billing/Record Keeping/Coding

Occupational Objective(s): *Billing Clerks - Medical*
Approximate Cost to Complete: \$2,700
Average Time to Complete: 240 hours
Self-Paced Learning? Yes
Program Entry Requirements: 21 years or older

Medical Secretary/Medical Office I & II

Occupational Objective(s): *Secretaries - Medical*
Approximate Cost to Complete: \$3,710-\$4,835
Average Time to Complete: 480-630 hours
Self-Paced Learning? Yes
Program Entry Requirements: 21 years or older

Medical Terminology/Transcription

Occupational Objective(s): *Medical Transcriptionists*
Approximate Cost to Complete: \$2,700
Average Time to Complete: 240 hours
Self-Paced Learning? Yes
Program Entry Requirements: 21 years or older

Mobile Electronics

Occupational Objective(s): *Electrical/Electronic Engineering Technicians*
Approximate Cost to Complete: \$4,505
Average Time to Complete: 480 hours
Self-Paced Learning? Yes
Program Entry Requirements: 21 years or older

Network Administration I & II

Occupational Objective(s): *Computer Network Administrators, Computer Network Technicians*
Approximate Cost to Complete: \$4,150-\$5,850
Average Time to Complete: 300-450 hours
Self-Paced Learning? Yes
Program Entry Requirements: 21 years or older

Network Administration/A+ Certification

Occupational Objective(s): *Computer Service Technicians, Computer Support Specialists*
Approximate Cost to Complete: \$5,850
Average Time to Complete: 450 hours
Self-Paced Learning? Yes
Program Entry Requirements: 21 years or older

Network Administration/Help Desk Analyst

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$5,275

Average Time to Complete: 390 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Professional Computer Skills

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Property Management/Office Manager

Occupational Objective(s): *Property/Real Estate Managers/Administrators*

Approximate Cost to Complete: \$3,685

Average Time to Complete: 360 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Receptionist/Information Clerk/Front Desk/Typist

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,470

Average Time to Complete: 480 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Secretary/Word Processor I & II

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,710-\$4,677

Average Time to Complete: 480-610 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Telecommunications Technician

Occupational Objective(s): *Telecommunications Technicians*

Approximate Cost to Complete: \$4,505

Average Time to Complete: 480 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Understanding and Using The Internet

Occupational Objective(s): *Computer Related Occupations*

Approximate Cost to Complete: \$2,700

Average Time to Complete: 160 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Worldwide Educational Services – continued

Website Development and Maintenance I & II

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$2,750-\$3,425

Average Time to Complete: 120-200 hours

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Appendix



Please return completed questionnaire to:
Santa Cruz County HRA/Workforce Investment Board
 1040 Emerline Ave.
 Santa Cruz, CA 95060

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL
 Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Child Care Workers: Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting (OES 680380).

Does your firm employ any individual performing the duties in the occupation described above? ☐ Yes ☐ No

If yes, please complete this survey for the occupation described.

If no, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in Santa Cruz County.

1. What job title(s) does your firm use for these duties? _____

2a. How many employees does your firm currently have in this occupation? _____

2b. In this occupation, how many are: Male? _____ Female? _____

2c. In this occupation, how many current employees are there, and, on average, how many weekly hours do they work?

Regular, Full Time: _____

Average Weekly Hours Worked: _____

Regular, Part Time: _____

Average Weekly Hours Worked: _____

Temporary/On Call: _____

Average Weekly Hours Worked: _____

Seasonal: _____

Average Weekly Hours Worked: _____

3. In your firm, what shifts are available for this occupation? (check all that apply)

☐ Day ☐ Swing ☐ Graveyard ☐ Other (Please specify): _____

4. Has your firm hired in this occupation within the last 12 months? ☐ Yes ☐ No

If yes,

How many were hired to fill vacancies resulting from promotions within your firm? _____

How many were hired to fill vacancies resulting from people in permanent positions leaving your firm? _____

How many were hired to fill new permanent positions resulting from growth? _____

How many were hired to fill temporary, on call, or seasonal positions? _____

5a. During the last 12 months, did your firm's employment in this occupation: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

5b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

6. When you hire applicants for this occupation, is prior experience in this occupation required? ☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, how much experience in this occupation is required/preferred? _____ (months)

Is experience in other occupations accepted? ☐ Yes ☐ No

If yes, please specify: Occupation: _____ (months)

7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants.

(Circle one) Not Difficult = 1 2 3 4 = Difficult

8. If prior experience is not required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants.

(Circle one) Not Difficult = 1 2 3 4 = Difficult

9. Does your firm accept training as a substitute for experience in this occupation? ☐ Yes ☐ No

If yes, how many months of training can generally be substituted? _____ (months)

10. Is technical or vocational training required prior to employment in this occupation?

☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, what kind of training is required/preferred? _____ (months)

Child Care Workers

11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one)

☐ Less than high school diploma ☐ High school diploma or equivalent ☐ Associate Degree (2 year) ☐ Bachelor Degree (4 year) ☐ Graduate Study

12a. What is the usual income earned by your firm's employees in this occupation at the following levels of skill and experience?

Base Wage or Salary

- New hires, no experience (trained or untrained): \$ _____
- New hires who are experienced: \$ _____
- Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

12b. For other compensation, if applicable, please indicate the average overall earnings and types(s) of compensation.

- New hires, no experience (trained or untrained): \$ _____
- New hires who are experienced: \$ _____
- Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ YearType of Compensation: ☐ Commission ☐ Tips ☐ Bonus ☐ Piece Rate ☐ Other (Please specify): _____

13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement?

☐ Yes ☐ No If yes, what is the name of the union or local number? _____

14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:

	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15a. Does your firm ever promote employees in this occupation to higher level positions? ☐ Yes ☐ NoIf yes, what are the titles of the positions to which they may be promoted?
_____15b. What skills are important for career advancement?

16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Check all that apply)

☐ None ☐ Word Processing ☐ Spreadsheet ☐ Database ☐ Desktop Publishing ☐ Other (Please specify): _____

Specify software names: _____

17. What other new skills are needed to perform the duties of this occupation?

_____18. When your firm hires employees for this occupation, please select your **top three** most successful recruitment methods?

- | | | |
|---|---|--|
| <input type="checkbox"/> In-house promotions or transfers | <input type="checkbox"/> Newspaper ads | <input type="checkbox"/> Internet |
| <input type="checkbox"/> EDD | <input type="checkbox"/> Walk-in applicants | <input type="checkbox"/> Colleges/Universities |
| <input type="checkbox"/> School/program referrals | <input type="checkbox"/> Union hall referrals | <input type="checkbox"/> Employee referrals |
| <input type="checkbox"/> Private employment agencies | <input type="checkbox"/> Trade journals | <input type="checkbox"/> Other (Please specify): _____ |

19. Are you aware of any new, changing, or emerging occupations in your industry? ☐ Yes ☐ No

If yes, please specify: _____

20. Would you like to receive a complimentary copy of the survey results for this occupation? ☐ Yes ☐ No

Thank you for your participation in the CCOIS program

Occupation – Training Index

Accountants and Auditors

University of California, Santa Cruz Extension

Agricultural Related Occupations

Cabrillo College

Santa Cruz County Regional Occupational Program (ROP)

Aircraft Pilots

United Flight Services

Archaeological Technologists

Cabrillo College

Automotive Mechanics

Santa Cruz County Regional Occupational Program (ROP)

Bakers

Institute for Educational Therapy

Billing Clerks

the SPOT! Computer Software Training Institute

Billing Clerks - Medical

Cabrillo College

Worldwide Educational Services

Biological Scientists

University of California, Santa Cruz

Bookkeeping/Accounting Clerks

Cabrillo College

Computer Trainers

Santa Cruz County Regional Occupational Program (ROP)

Shoreline Occupational Services - Division of Goodwill Industries

the SPOT! Computer Software Training Institute

University of California, Santa Cruz Extension

Worldwide Educational Services

Business Related Occupations

Bethany College of the Assemblies of God

Cabrillo College

Santa Cruz County Regional Occupational Program (ROP)

University of California, Santa Cruz

University of California, Santa Cruz Extension

Worldwide Educational Services

Cabinetmakers

Santa Cruz County Regional Occupational Program (ROP)

Carpenters

Santa Cruz County Regional Occupational Program (ROP)

Cashiers

Worldwide Educational Services

Child Care Workers/Providers

Cabrillo College

Santa Cruz County Regional Occupational Program (ROP)

Civil Engineering Technicians

Cabrillo College

Civil Engineers

University of California, Santa Cruz

Computer Animators

Cabrillo College

Computer Database Administrators

University of California, Santa Cruz Extension

Computer Engineers

University of California, Santa Cruz

Computer Network Administrators

New Horizons Computer Learning Center of Santa Cruz

Santa Cruz County Regional Occupational Program (ROP)

University of California, Santa Cruz Extension

Worldwide Educational Services

Computer Network Engineers

New Horizons Computer Learning Center of Santa Cruz

University of California, Santa Cruz Extension

Computer Network Technicians

Santa Cruz County Regional Occupational Program (ROP)

Worldwide Educational Services

Computer Programmers

University of California, Santa Cruz

University of California, Santa Cruz Extension

Computer Related Occupations

Cabrillo College

Worldwide Educational Services

Computer Service Technicians

Santa Cruz County Regional Occupational Program (ROP)
the SPOT! Computer Software Training Institute
Worldwide Educational Services

Computer Support Specialists

New Horizons Computer Learning Center of Santa Cruz
Worldwide Educational Services

Computer Systems Analysts

University of California, Santa Cruz
University of California, Santa Cruz Extension

Computer Service Technicians

New Horizons Computer Learning Center of Santa Cruz

Construction and Building Inspectors

Cabrillo College

Construction Managers

Cabrillo College
Worldwide Educational Services

Construction Related Occupations

Santa Cruz County Regional Occupational Program (ROP)

Cooks and Chefs

Cabrillo College
Institute for Educational Therapy

Correctional Officers

Cabrillo College

Cost Estimators

Worldwide Educational Services

Counselors - Drug and Alcohol

Bethany College of the Assemblies of God
University of California, Santa Cruz Extension

Data Entry Keyers

Worldwide Educational Services

Dental Assistants

Santa Cruz County Regional Occupational Program (ROP)

Dental Hygienists

Cabrillo College

Dental Lab Technicians

Santa Cruz County Regional Occupational Program (ROP)

Desktop Publishing Specialists

Cabrillo College

Santa Cruz County Regional Occupational Program (ROP)

the SPOT! Computer Software Training Institute

Worldwide Educational Services

Dietetic Technicians

Institute for Educational Therapy

Dietitians and Nutritionists

Institute for Educational Therapy

Drafters/CAD Operators

Cabrillo College

Economists

University of California, Santa Cruz

Electrical and Electronic Assemblers

Center for Employment Training

Worldwide Educational Services

Electrical/Electronic Engineering Technicians

Cabrillo College

Worldwide Educational Services

Electrical/Electronic Engineers

University of California, Santa Cruz

Emergency Medical Technicians

Emergency Training Services

Santa Cruz County Regional Occupational Program (ROP)

Financial Managers

University of California, Santa Cruz Extension

Fire Fighters

Cabrillo College

Floral Designers

Santa Cruz County Regional Occupational Program (ROP)

Forklift/Industrial Truck Operators

Worldwide Educational Services

Foster Parenting

Cabrillo College

Graphic Art Technicians

Santa Cruz County Regional Occupational Program (ROP)

University of California, Santa Cruz Extension

Worldwide Educational Services

Graphic Designers

University of California, Santa Cruz Extension

Worldwide Educational Services

Hairstylists

Santa Cruz County Regional Occupational Program (ROP)

Wayne's College of Beauty

Hazardous Materials Management Occupations

University of California, Santa Cruz Extension

Hazardous Materials Related Occupations

Emergency Training Services

Healthcare Related Occupations

Santa Cruz County Regional Occupational Program (ROP)

Home Health Aides

Santa Cruz County Regional Occupational Program (ROP)

Watsonville - Aptos Adult School

Hosts and Hostesses

Cabrillo College

Worldwide Educational Services

Human Service Workers

University of California, Santa Cruz Extension

Information Systems/Technology Occupations

University of California, Santa Cruz

University of California, Santa Cruz Extension

Instructors/Coaches - Sports/Physical Training

Santa Cruz County Regional Occupational Program (ROP)

Interior Designers

University of California, Santa Cruz Extension

Janitors/Custodians

Center for Employment Training

Journalists

Cabrillo College
University of California, Santa Cruz

Landscaping/Groundskeeping/Nursery Occupations

Cabrillo College
Santa Cruz County Regional Occupational Program (ROP)

Law Enforcement Occupations

Cabrillo College
Santa Cruz County Regional Occupational Program (ROP)

Licensed Vocational Nurses

Cabrillo College

Machinists

Center for Employment Training

Maintenance Repairers - General Utility

Center for Employment Training

Manicurists

Santa Cruz County Regional Occupational Program (ROP)
Wayne's College of Beauty

Mediators and Negotiators

University of California, Santa Cruz Extension

Medical Assistants

Cabrillo College
Santa Cruz County Regional Occupational Program (ROP)

Medical Transcriptionists

Cabrillo College
Worldwide Educational Services

Metal Fabricators

Santa Cruz County Regional Occupational Program (ROP)

Ministers and Pastors

Bethany College of the Assemblies of God

Multimedia Related Occupations

Cabrillo College
Santa Cruz County Regional Occupational Program (ROP)
University of California, Santa Cruz Extension

Nurse Aides

Santa Cruz County Regional Occupational Program (ROP)
Watsonville - Aptos Adult School

Occupational Safety/Health Management Occupations

University of California, Santa Cruz Extension

Office Managers

Santa Cruz County Regional Occupational Program (ROP)
the SPOT! Computer Software Training Institute
Worldwide Educational Services

Paralegals

University of California, Santa Cruz Extension

Paramedics

Emergency Training Services

Personnel/Human Resources Assistants

Worldwide Educational Services

Personnel/Human Resources Managers

University of California, Santa Cruz Extension

Phlebotomists

Cabrillo College

Photo Lab Technicians

Santa Cruz County Regional Occupational Program (ROP)

Printing Related Occupations

Watsonville - Aptos Adult School

Property/Real Estate Managers/Administrators

Worldwide Educational Services

Psychologists

Bethany College of the Assemblies of God
University of California, Santa Cruz

Radiologic Technologists

Cabrillo College

Real Estate Agents

Cabrillo College

Receptionists

Computer Trainers
Santa Cruz Adult School
Santa Cruz County Regional Occupational Program (ROP)
Shoreline Occupational Services - Division of Goodwill Industries
the SPOT! Computer Software Training Institute
Worldwide Educational Services

Recreation Workers

Cabrillo College
Santa Cruz County Regional Occupational Program (ROP)

Registered Nurses

Cabrillo College

Residential Counselors

Bethany College of the Assemblies of God

Salespersons - Retail

Santa Cruz County Regional Occupational Program (ROP)
Shoreline Occupational Services - Division of Goodwill Industries
Worldwide Educational Services

Science Related Occupations

University of California, Santa Cruz

Secretarial/Administrative Support Occupations

Cabrillo College
Center for Employment Training
Computer Trainers
New Horizons Computer Learning Center of Santa Cruz
Santa Cruz Adult School
Santa Cruz County Regional Occupational Program (ROP)
Shoreline Occupational Services - Division of Goodwill Industries
the SPOT! Computer Software Training Institute
Watsonville - Aptos Adult School
Worldwide Educational Services

Secretaries - Legal

University of California, Santa Cruz Extension
Worldwide Educational Services

Secretaries - Medical

Computer Trainers
Shoreline Occupational Services - Division of Goodwill Industries
Worldwide Educational Services

Social Workers

Bethany College of the Assemblies of God
University of California, Santa Cruz

Surveying and Mapping Technicians

Cabrillo College

Teachers - Elementary School

Bethany College of the Assemblies of God
University of California, Santa Cruz

Teachers - Preschool

Bethany College of the Assemblies of God
Cabrillo College
Santa Cruz County Regional Occupational Program (ROP)
University of California, Santa Cruz Extension

Teachers - Secondary School

Bethany College of the Assemblies of God
University of California, Santa Cruz

Teachers - Special Education

University of California, Santa Cruz

Telecommunications Technicians

Worldwide Educational Services

Theater Arts Related Occupations

Bethany College of the Assemblies of God
Cabrillo College
Santa Cruz County Regional Occupational Program (ROP)
University of California, Santa Cruz

Travel Agents

Westside School of Travel

Truck Drivers - Heavy/Tractor-Trailer

Pro Driver Training
Santa Cruz Adult School
Truck Driver Institute

Truck Drivers - Light

Pro Driver Training
Santa Cruz Adult School

TV/Radio Occupations

Worldwide Educational Services

TV/Video Production Occupations

Santa Cruz County Regional Occupational Program (ROP)

Veterinary Assistants

Santa Cruz County Regional Occupational Program (ROP)

Webmasters

New Horizons Computer Learning Center of Santa Cruz
Santa Cruz County Regional Occupational Program (ROP)
the SPOT! Computer Software Training Institute
University of California, Santa Cruz Extension
Worldwide Educational Services

Welders and Cutters

Cabrillo College
Center for Employment Training
Santa Cruz County Regional Occupational Program (ROP)

Writers and Editors

Cabrillo College
University of California, Santa Cruz